

MITEL

# 5604 Wireless Handset



IP-DECT System (Global)  
User Guide

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IP-DECT System (Global)  
Mitel 5604 Wireless Handset User Guide  
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About Your Phone .....	1
Elements of Your Handset .....	2
Features and Functions .....	3
Chargers .....	4
Contacting Emergency Services .....	4
Tips for your Comfort and Safety .....	5
Frequency Range .....	5
Exposure to Radio Frequency Signals .....	5
Environmental Requirements .....	6
Chemical Resistance .....	6
Icons and Text in the Display .....	7
Keys and Buttons .....	10
Off-hook Key .....	10
On-hook, and On/Off Key .....	10
Navigation/Confirmation Key .....	10
Sound off Key .....	10
Mute and PTT Button .....	10
Key Lock, and Upper/Lower Case Key .....	10
Soft Keys .....	10
Hot Keys .....	11
Multifunction Button .....	11
Volume Button .....	11
Alphanumeric Keys .....	12
Headset .....	13
Customizing Your Phone .....	14
Switch the Handset On/Off .....	14
Log a Shared Phone On/Off .....	14
Turn the Audible Signal On/Off .....	14
Lock/Unlock the Keypad .....	15
Lock/Unlock the Handset .....	15
Making and Answering Calls .....	16
Call List .....	16
Make a Call .....	16
Pre-Dial .....	16
Dial Using a Pre-programmed Hot key, Soft key or Multifunction button .....	16
Dial a Number from the Call list .....	16
Dial the sender of a Message .....	17
Dial a Number from the Local Phonebook .....	17
Dial a Name from the Central Phonebook .....	17

Dial a Number from the Company Phonebook .....	17
Answer a Call .....	18
Answer a Call .....	18
End a Call .....	18
During a Call .....	19
Adjust the Volume during a Call .....	19
Open Contacts during the Call .....	19
Turn the Microphone on/off during a Call .....	19
Lock/Unlock the Keypad during a Call .....	20
Start a New Call during Conversation .....	20
Call Handling .....	21
Hold .....	22
Transfer .....	22
Conference .....	23
Answer Call Waiting .....	23
Callback .....	23
Call Park .....	23
Advanced Features .....	24
Calls .....	24
To access the Call Services menu: .....	25
Call Forward .....	25
Call Pickup .....	25
Do Not Disturb .....	25
Direct Page .....	26
Group Page .....	26
Loudspeaker Page .....	26
Messaging .....	27
Message List .....	27
Receive a Message .....	27
Incoming Message for 5604 Services License .....	27
Incoming Message for all 5604s except for 5604 Services License .....	27
Read a Stored Message .....	27
Reply to a Message .....	28
Delete Message(s) .....	28
Forward a Message .....	28
Call the Sender of the Message .....	28
Call a Number Included in a Message .....	29

Save Number .....	29
Write and Send a Message .....	29
Open a Sent Message .....	30
Send to Another Destination .....	30
Receive a Message with Request for Answer .....	30
Accept/Reject the message .....	30
Message Queuing and Message Priority .....	31
Interactive Messaging .....	32
Colored Messaging .....	33
Mobile Data .....	33
Send Mobile Data .....	33
Send Mobile Data with a Prefix .....	33
Voice Mail .....	34
Receive a Voice Mail .....	34
Check the Voice Mail inbox .....	34
One Key Voice Mail Access .....	34
Alarm Operation .....	35
Push-button Alarm .....	35
Acoustic Location Signal .....	35
Test Alarm .....	35
Alarm with Location Information .....	35
Alarm with Data .....	35
Automatic Call after Alarm .....	36
Menu Tree .....	37
Customizing the Menu Tree .....	37
Calls .....	37
Contacts .....	38
Profile .....	39
Messaging .....	40
Services .....	40
Short cuts .....	41
Connections .....	42
Settings .....	43
In Call .....	44
Navigate the Menu .....	45
Connections Menu .....	45

Headset .....	45
System .....	45
In Charger .....	47
Calls Menu .....	49
Call List .....	49
Missed Calls .....	50
Call Time .....	50
Push to Talk .....	51
Short Cuts Menu .....	54
Define Soft Keys .....	54
Define Hot Keys .....	54
Define Navigation Key .....	54
Define Multifunction or Alarm Button .....	55
Services Menu .....	56
Add Services .....	56
Edit Services .....	56
Delete Services .....	56
Messaging .....	57
Inbox .....	57
Write New Messages .....	58
Unsent Messages .....	58
Sent Messages .....	59
Profiles Menu .....	60
Contacts Menu .....	61
Call Contact .....	61
Add Contact .....	61
Edit Contact .....	62
Delete Contact .....	62
Central Phonebook .....	62
Settings Menu .....	64
Sound and Alert Settings .....	64
Phone Lock settings .....	65
Display Settings .....	66
Time & Date Settings .....	67
Answering .....	67
Change Text size for Messages .....	68
Change the Menu Language .....	68
Change Owner ID .....	68
Advanced Functions .....	69
Admin Menu .....	69

Clear Lists in Charger .....	69
System Handling .....	70
Software Upgrade and Additional Features .....	70
Troubleshooting .....	71
Operation Notice .....	74
Accessibility and Voice Quality .....	74
Maintenance .....	75
Maintenance of Batteries .....	75
Battery Warnings .....	75
Charge the Battery .....	75
Charge Spare Batteries .....	75
Replace the Battery .....	75
Easy Replacement of Handset .....	76
Before Starting Easy Replacement Procedure .....	76
Easy Replacement Procedure .....	77
Attach the Hinge-type Clip .....	79
Attach the Swivel-type Clip .....	79
Attach Cover for No Clip .....	80
Related Documents .....	80
.....	80



## About Your Phone

This document describes features and settings available for the 5604 handset. The handset is a feature-rich handset with color display, telephony, and messaging. It is designed to be used in medium demanding environment such as hospital environment, but also office environment.

It is suitable for users dependent of being reachable and/or having a need for mobile voice and messaging features, which makes it ideal for applications where the user needs either one way messaging or to be able to interact with other users. The color display enhances and simplifies the use of the handset.

The 5604 Standard DECT Handset can be upgraded with the Services, Personal Alarm, and/or DECT Location licences.

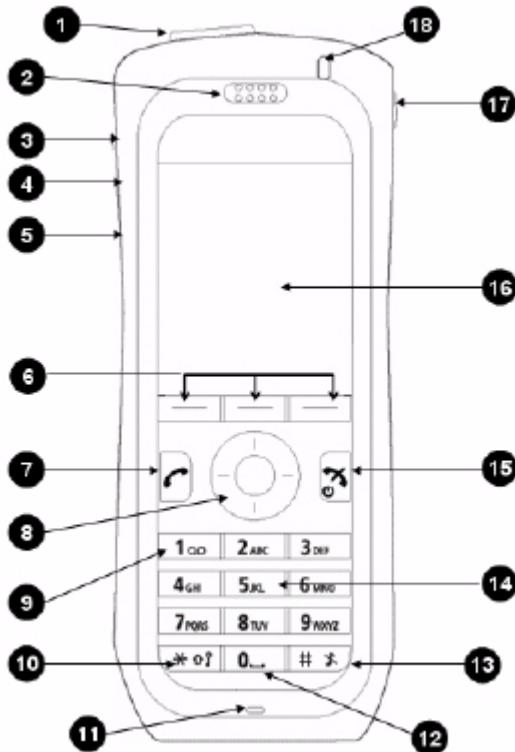


Figure 1: Description of the Handset 5604

**Caution:**The Handset/Headset must be fully charged before starting regular use.

## Elements of Your Handset

<b>1</b>	<b>Top/Alarm button</b> This button can be used as a short cut to functions; long or double press modes. In the 5604 Personal Alarm license, the button is used as a push button alarm only.
<b>2</b>	<b>Earpiece speaker</b>
<b>3</b>	<b>Volume button (up)</b> To increase the speaker volume
<b>4</b>	<b>Volume button (down)</b> To decrease the speaker volume
<b>5</b>	<b>Mute and PTT button</b> To turn on/off audible signals in idle mode, silencing the ring signal at incoming call, and to turn on/off the microphone during a call.
<b>6</b>	<b>Soft keys</b> The 3 Soft keys can be pre-programmed or used with GUI
<b>7</b>	<b>Off-hook key</b> To answer a call, to pre-dial a number, and as a short cut to the Call list.
<b>8</b>	<b>Five-way navigation key</b> Navigation key with Left, Right, Up, Down, and Confirmation (in the middle). It is also possible to program these keys for short cuts, except the middle key.
<b>9</b>	<b>Voice mail access*</b> A quick access to the handset's Voice mail
<b>10</b>	<b>Key lock and Upper/Lower case</b> Combined key lock and Upper/Lower Case
<b>11</b>	<b>Microphone</b>
<b>12</b>	<b>Space</b> To add space between text
<b>13</b>	<b>Sound off key</b> To turn on/off audible signals in idle mode, silencing the ring signal at incoming call, and to turn on/off the microphone during a call.
<b>14</b>	<b>Tactile indicators</b> There are two tactile indicators to indicate the centre of the key pad
<b>15</b>	<b>On-hook and On/Off key</b> Combined button; to end a call, to return to standby mode, and to switch the handset on/off by long press.
<b>16</b>	<b>Color display</b> The full graphic type display is 128 pixels wide and 160 pixels high. The display has multiple colors and backlighting.
<b>17</b>	<b>Headset connector</b> The headset connector is for connecting a headset. The connector is protected against dust by using the headset connector cover.
<b>18</b>	<b>LED</b> Indicates incoming call, messaging, low battery, and charging.

\* System dependent feature

## Features and Functions

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**IMPORTANT:** The handset may retain small magnetic objects around the mouthcap or earcap region.

---

### *Case*

The plastic cover parts are made of durable PC/ABS material.

### *Antenna*

The antenna is integrated inside the handset.

### *Loudspeaker*

The handset has a separate loudspeaker for the loudspeaking function. It is placed on the back side of the handset.

### *Microphone*

The microphone is placed on the front bottom side of the handset.

### *Clip*

There are two different belt clip options to the handset; a hinge-type clip (standard), and a swivel-type clip. See [Attach the Hinge-type Clip](#) on page 79, or [Attach the Swivel-type Clip](#) on page 79. Use the clip to attach the handset to a pocket, belt, or similar. It is also possible to use the handset without any clip on, see [Attach Cover for No Clip](#) on page 80.

### *Battery*

The battery is a rechargeable Li-pol battery, placed under a battery cover. See [Replace the Battery](#) on page 75.

The battery is fully charged within four hours. See [Charge the Battery](#) on page 75.

The battery can be charged separately with a special battery charger. See [Charge Spare Batteries](#) on page 75.

## Chargers

### Desktop Charger

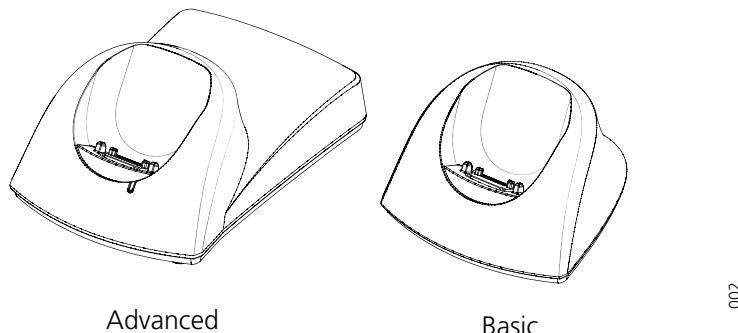


Figure 2. Desktop chargers.

There are two desktop chargers available, one basic that will only charge the handset, and one with advanced functionality to download new software and to synchronize parameters. The handset is fully operational while placed in the charger.

The charger is delivered with a plug-in power supply and is connected into an ordinary wall socket. For more information, see *5603/5604 Programmer Installation and Operation Manual*.



**Note:** Only use the charger within the temperature range of +5° C – +40° C.

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**Caution:**Only use the provided power supply, see *5603/5604 Programmer Installation and Operation Manual*.

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### Rack Charger

The Charging Rack is used for charging several handsets, to synchronize parameters, and for software download.

For more information, see the *5603/5604 Rack Charger Installation and Operation Manual*.

## Contacting Emergency Services

This handset, like any wireless phone, communicates using radio signals. As with any wireless phone, you may not be able to establish a connection under all conditions, therefore, you should not rely solely on a wireless telephone for essential, emergency communication. The key lock feature disables the handset keypad and prevents the accidental dialing of numbers that may result in nuisance calls. It also prevents accidental calls to emergency services numbers like 911, 999, or 112.

To disable the key lock feature, press the **\*** key and then press **Select**.

Currently, mobile IP phones do not support Enhanced 911 (E911) operation. If emergency services are required, it is necessary to keep the system administrator and location database up-to-date.

## Tips for your Comfort and Safety

### *Don't cradle the handset!*

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your phone a lot, you may find it more comfortable to use a headset. See the section on headset usage elsewhere in this guide for more information.

### *Protect your hearing*

Your phone has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

## Frequency Range

The handset is a radio transmitter and receiver. When it is on, it receives and sends out radio frequency (RF) energy. The handset operates on different frequency ranges depending on market and employs commonly used modulation techniques:

EU	1880-1900 MHz
USA	1920-1930 MHz
LA	1910-1930 MHz
BR	1910-1920 MHz
--	1900-1920 MHz

## Exposure to Radio Frequency Signals

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This device complies with FCC SAR limit of 1.6 W/kg. The maximum SAR value measured when used at the ear, and when worn on the body using belt clip:

	SAR values
Head	0.072 W/Kg
Body worn	0.036 W/Kg

This device must not be co-located or operating in conjunction with any other antenna or transmitter.

Use of non-Ascom approved accessories may violate the FCC RF exposure guidelines and should be avoided.

## Environmental Requirements

### *DECT Handset*

- Only use the handset in temperatures between 0° C to +40° C (32° F to 104° F).
- Avoid exposing the handset for direct sunlight or close to other heat sources.
- Do not expose the handset to open flame.
- Keep the handset away from excessive heat and moisture.
- Avoid sudden temperature changes to prevent condensation in the handset. It is recommended to put the handset into an air tight plastic bag until the temperature is adjusted, for example, when entering or leaving a cold/heated building on a warm/cold day.
- Protect your handset from aggressive liquids and vapors.
- If the handset has been exposed for water or condense, remove the battery immediately and let it dry completely before re-inserting the battery.
- Keep the handset away from strong electromagnetic fields.
- Do not place a cold handset in a charger.

## Chemical Resistance

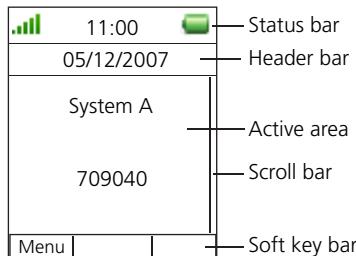
The alpha and numeric characters printed on the exterior of the handset have been tested and found resistant to chipping, fading or wearing off when the handset is treated with common cleaners and disinfectants or perspiration. The following chemicals have shown no harmful effect:

- 3% Hydrochloric Acid
- M-alcohol (70% Methylated Ethanol)
- 60% Chlorhexidin 0.5mg/ml

Acetone can be damaging to the plastic casing of the handset and should not be used.

## Icons and Text in the Display

All functions and settings available to the user are shown as icons and text in the display. The icons and text in the display indicate functions and settings to which you have access. The display normally displays date and time, the Owner ID and handset number. The Owner ID can manually be set by the user.



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**Figure 3: Example of a display configuration in standby mode.**

The top row (Status bar) is used for icons which give the user information about signal strength, missed call, new message, phone lock, key lock, sound off, time and battery status. This row is always visible in all screens.

The next row (Header bar) displays the current date, headset connection, and system connection.

The next rows (Active area) are used for information such as the name of the system to which the handset is connected to. A user identity provided from the system and/or an Owner ID can also be displayed if configured in the Settings menu. This is also the area for dialog window text. For example "missed calls" or to confirm an action.

The bottom row (Soft key bar) is used for Soft keys which can be used as short cuts for functions in the handset. See Soft Keys on page 10.

The (Scroll bar) is placed to the right of the "Active area". It becomes visible when a menu screen has more than six menus, or if the complete text in a message cannot be displayed on the screen simultaneously.

### Icons

	"Signal strength" icon is visible in the upper left corner. The staples shown in display depends on the signal strength.
	"Full battery" icon is displayed in upper right corner.
	"Low battery warning" icon is shown when the battery has 10% or less remaining capacity left.
	"Empty battery warning" icon is flashing when the battery has 5% or less remaining of its capacity left.

	"Sound off" icon is displayed when the Sound off key or Mute button is pressed.
	"Microphone off" icon indicates a silenced microphone. It is displayed after a long press on the Sound off key, Mute button during a call.  During a PTT call, the microphone is silenced when the PTT button is released.
	"Loudspeaking" icon is displayed in the soft key bar during a call. Pressing this icon will turn on the loudspeaker.
	"Loudspeaking off" icon is displayed after the soft key for Loudspeaking icon has been pressed. Pressing this icon will turn off the loudspeaker.
	"New message" icon or "Interactive message" icon indicates that a new text message (or messages) has arrived. The icon remains in the status bar until all new messages in the inbox are read.
	"Request for answer" icon in front of a message indicates that this message must be acknowledge or rejected.
	"Voice mail message" icon is displayed in the status bar when there are voice mails. The icon remains until voice mail has been listened to.
	Voice mail message" icon is displayed in the message inbox when there are voice mails. The icon remains until voice mail has been listened to.
	"Read message" icon or "Read Interactive message" icon in front of a message shows that this message once has been read.
	"Sent message" icon
	"New coloured message" icon indicates that a new coloured text message(s) has arrived. The messages can be labeled with different colours.
	"Read coloured message" icon indicates that a coloured text message(s) has been read. The messages can be labeled with different colours.
	"High prio" icon included with New message icon indicates high priority of a message.
	"Alarm prio" icon included with New message icon indicates alarm priority of a message.
	"Key lock" icon indicates a locked keypad.
	"Locked entry" icon indicates that the contact can not be edited or deleted by the user.
	"Phone lock" icon indicates a locked handset.
	"Headset" icon indicates that a corded headset is connected to the handset.

	"Outgoing call" icon is added to all outgoing calls in the call list.
	"Incoming call" icon is added to all answered calls in the call list.
	"Push to talk" icon is added to all incoming, outgoing, missed and answered PTT calls in the call list/missed calls. <b>Note:</b> The icon is added when a PTT invitation is managed as a call (that is PTT Voice Style) only.
	"Missed call" icon is added to all missed calls in the call list.
	"Missed call" icon indicates missed calls in the status bar.
	"PDM/WSM communication" icon is visible when handset is communicating with PDM/WSM via advanced charger.
	"Profile active" icon
	"Personal Alarm" icon indicates that the handset is a 5604 Personal Alarm license.
<b>Menu icons</b>	
	The "Contacts" menu contains all names/numbers in the local phonebook. In addition, a company phonebook* with up to 1000 entries can be downloaded to the handset via the PDM. It is also possible to access a central phonebook* from the "Contact" menu.
	The "Services" menu contains menu short cuts used to customize an own menu.
	The "Messaging" menu contains all message handling such as reading and writing messages.
	The "Calls" menu contains call lists, call time, and call services*. Call services is configured in the PDM.
	The "Connections" menu contains headset selection, System selection, and In charger selection.
	The "Settings" menu contains personal handset settings such as changing the ringer volume, selecting language, etc.
	The "Short cuts" menu contains short cuts for the Soft keys, Hot keys, Navigation keys, and the Multifunction button.
	The "Profiles" menu contains possibility to add four different profiles. By default there is no profile.

\* System dependent.

## Keys and Buttons

### Off-hook Key



This key is used for connecting calls. One short press in standby mode opens the call list.

### On-hook, and On/Off Key



This key is used for disconnecting calls and returning to main screen. A long press in standby mode will switch the handset on/off.

### Navigation/Confirmation Key



Use this key to step in the menu and when working in text mode.  $\blacktriangleleft$ ,  $\blacktriangleright$ ,  $\blacktriangleup$ , and  $\blacktriangledown$  are used for stepping left/right and up/down in the menu. The navigation key can be programmed, the  $\blacktriangleup$  is by default a short cut to the Inbox, and  $\blacktriangledown$  is a short cut to Call contact. During a call it is possible to increase/decrease the volume by pressing  $\blacktriangleup$  and  $\blacktriangledown$ .

### Sound off Key



A long press on the key in idle mode, changes between ring signal on/off. At incoming call, a long press on the key silencing the ring signal. During a call, a long press on the key changes between microphone on/off.

### Mute and PTT Button



A long press on the Mute button in idle mode, changes between ring signal on/off. At incoming call, a long press on the button silencing the ring signal. During a call, a long press on the button changes between microphone on/off.

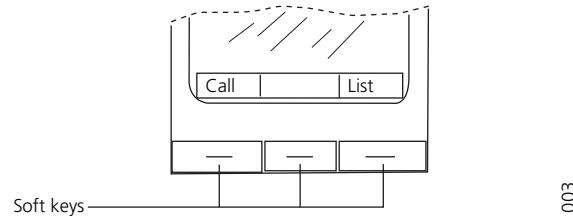
During a PTT call, the microphone is silenced when the PTT button is released.

### Key Lock, and Upper/Lower Case Key



This key is to lock the keypad in combination with the soft key "Lock". It is also for switching between upper/lower case and digits.

### Soft Keys



**Figure 4: Soft Keys.**

The three Soft keys are located just beneath the display and the functions of each Soft key is indicated by text in the display just above the keys.

In standby mode, the Soft keys can be used for specific functions defined by the user of the handset.

### Hot Keys

Any key "0", "2" - "9" can be set to a Hot Key. A long press on any of these numbers in stand by mode are by default a short cut to the Call contact list. The list is in alphabetic order, and depending on which key that is pressed is dependent on where in the list the contact appears.

A Hot Key can be programmed to give access to frequently used functions such as dialling a specific handset number, a short cut on the menu, or sending an SMS.

### Multifunction Button



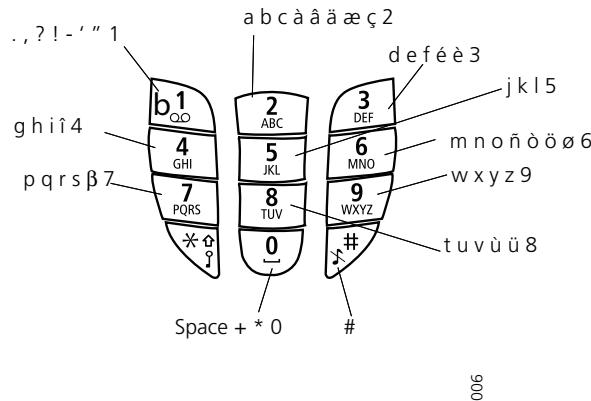
**Note:** This feature is not applicable for 5604 Personal Alarm license.

This button can be used as a short cut to functions; long or double press modes. It is by default not used, but can be defined by the user of the handset. If the button is defined, it can be used in standby mode only.

### Volume Button

The two buttons placed on the upper left side of the handset are used for increasing/decreasing the earpiece, headset, and the loudspeaker volume.

## Alphanumeric Keys



**Figure 5: Available characters**

 **Note:** Depending on the selected menu language, other characters can be available. This means that the character order can differ from the table above.

### *In standby mode, and number input mode*

- A short press on a key enter the digits "0" - "9" and the characters \* and #.
- Enter a pause in number input mode by a long press on the # key. A pause is indicated by a "P" in the display.
- A long press on the \* key changes the tone sender on. Tone sender on is indicated by a "T" in the display.

### *In text input mode*

- A short press on a key 0-9, displays the first available character on that specific key. The marked character is selected after a timeout, or when another key is pressed.
- To change to upper/lower case, press the \* key before entering the character. The \* key can also be used to display only the digits.
- To add space in the text, make a short press on key 0.
- The first character entered in a message, or when adding/editing a name in the Contacts menu, will be an upper level character followed by lower level characters, unless the \* key is pressed before entering the character. To switch between Abc, ABC, abc, and 123 the \* key is pressed.
- A long press on the #key displays special characters.

## Headset

A headset is recommended if the handset is frequently used, and/or the user want to have both hands free. The headset comes in three versions; microphone integrated in the cable, microphone on a boom and hearing protection.

In order to achieve optimal audio quality with the different headset types it is recommended to select the corresponding headset profile.

The default setting is microphone on a boom, that is, the audio is optimized for using a headset with microphone on a boom. The headset profile can be changed in the menu by do as follows:

1. Enter the menu by pressing the "Menu" soft key, or the confirmation button on the Navigation key.
2. Select "Connections".
3. Press "Select", or the confirmation button on the Navigation key.
4. Select "Headset".
5. Select the corresponding headset profile from list, that is, "Mic on boom", "Mic on cable", or "Hearing protection".
6. Press "Select", or the confirmation button on the Navigation key.

If the preconfigured headset profiles do not match the headset in use, or the audio performance is bad, it is possible to configure an own headset profile. This is done in the PDM, see the *Mitel 5604 Wireless Handset Configuration Guide*. If an own profile is configured in the PDM, it will be selectable in the handset menu.

## Customizing Your Phone

### Switch the Handset On/Off

The handset is switched off:

1. Press and hold the On-hook key .

When pressing the On-hook key, the handset will vibrate and the display lights up.

2. A dialog window "Switch on?" is displayed. Confirm by pressing "Yes".

The handset is in idle mode:

 **Note:** If the handset is a shared phone, it must first be logged out to be able to switch off the handset. See "Log a Shared Phone On/Off" on page 14.

1. Press and hold the On-hook key .

2. A dialog window "Switch off?" is displayed. Confirm by pressing "Yes".

### Log a Shared Phone On/Off

 **Note:** This feature requires that the parameter "Phone mode" is configured. See *Mitel 5604 Wireless Handset Configuration Manual*.

The feature shared phone allows more than one user to use a handset. When a handset is configured to be a shared phone, it can be used by any shared phone user in the system. The message and call lists are deleted when a user logs off a handset.

#### *Log on a Handset*

Prerequisite, the handset is switched on. See "Switch the Handset On/Off" on page 14 for more information.

1. A dialog window "Login?" is displayed. Press the soft key "Yes".
2. Enter User ID and password.
3. Press "Login".

#### *Log off a Handset*

1. Press and hold .

2. A dialog window "Logout?" appears. Press the soft key "Yes".

### Turn the Audible Signal On/Off

A long press on the  or  in idle mode, changes between ring signal on/off.

The  icon indicates a silenced handset.

## Lock/Unlock the Keypad

### *Lock/Unlock the Keypad in Idle Mode*

To prevent accidentally pressing keys, the keys can be locked.

#### *Lock keypad*

1. Press .
2. Press "Lock".

#### *Unlock keypad*

1. Press .
2. Press "Yes".

 **Note:** It is possible to answer/close an incoming call and/or press the alarm button while the keypad is locked. If configured in the PDM/WSM, it is also possible to call an emergency call while the keypad is locked. See *Mitel 5604 Wireless Handset Configuration Manual*.

### *Lock/Unlock the Keypad during a Call*

To prevent accidentally pressing keys, the keys can be locked during a call. This can be useful when a headset is used and the handset is attached to a pocket or belt.

#### *Lock keypad*

1. Press .
2. Press "Lock".

#### *Unlock keypad*

1. Press .
2. Press "Yes".

 **Note:** It is possible to press the volume buttons and the mute button during the call. If the 5604 Personal Alarm license is used, it is also possible to press the alarm button.

## Lock/Unlock the Handset

1. Enter the "Settings" menu, see *Settings Menu* on page 64.
2. Select "Locks"
3. Select "Phone lock".
4. Select "Auto phone lock"
5. Select "On", "On in charger", or "Off".

 **Note:** If configured in the PDM/WSM, it is possible to call an emergency call while the handset is locked. See *Mitel 5604 Wireless Handset Configuration Manual*.

## Making and Answering Calls

### Call List

1. Press "Menu",
2. Select "Calls" .
3. Select "Call list".
4. Select a number.
5. Press  or the soft key "Call" to dial. The number can be edited before the call is dialled. Press "More" and select "Edit number". The 25 last received, dialled or missed calls are stored in a call list. See Calls on page 24.

### Make a Call

#### Pre-Dial

Enter the number and press  to get the line. The number is shown on the display while dialling. If needed, you can press the Soft key "Clear" to erase the number. By using the navigation key it is possible to step and add/delete a digit in the middle of a number.

It is possible to turn on the tone sender in a pre-dialled number by making a long press on the \*-key.

#### Dial Using a Pre-programmed Hot key, Soft key or Multifunction button



**Note:** The Multifunction button is not applicable for 5604 Personal Alarm license.

A Hot key, Soft key or Multifunction button can be programmed with a handset number. Press the pre-programmed Hot key, Soft key or Multifunction button to dial the number. The call will automatically be connected.

#### Dial a Number from the Call list

1. Press .
2. Select a number press  or soft key "Call" to dial. The number can be edited before the call is started. Press "More" and select "Edit number".

## Dial the sender of a Message

You can call the sender of a message stored in the message list, from the Messaging menu.

1. Open the menu by pressing the confirmation button, or the soft key "Menu".
2. Select "Messaging".
3. Select "Inbox".
4. Select message from the list.
5. Select "View".
6. Select "More".
7. Select "Call sender".

## Dial a Number from the Local Phonebook

1. Open the menu by pressing the confirmation button, or the soft key "Menu".
2. Select "Contacts".
3. Select "Call contact".
4. Select contact from list, or search name/number by entering characters in the "Search" field.
5. Press the Soft key "Call" or the Off-hook key to make the call.

## Dial a Name from the Central Phonebook

1. Open the menu by pressing the confirmation button, or the soft key "Menu".
2. Select "Contacts".
3. Select "Central phonebook".
4. Select "Search by name".
5. Enter the first name and/or last name, the whole name does not have to be entered.
6. Press "Search".
7. Press the soft key "Call" or Off-hook key to make the call.

## Dial a Number from the Company Phonebook

1. Open the menu by pressing the confirmation button, or the soft key "Menu".
2. Select "Contacts".
3. Select "Call contact".
4. The local and company phonebook appears in the same list but the company names are indicated by a "Locked entry" icon  in front of the name. Select contact from list, or search name/number by entering characters in the "Search" field.
5. Press the soft key "Call" or the Off-hook key to make the call.

## Answer a Call

The flashing LED, accompanied by a ring signal and/or a vibrating handset, give you notice of a call. Ring signal and vibrator can be disabled. The calling party's handset number or name is shown. The name will be shown if the calling party's handset number is stored in the local phonebook. Press the Off-hook key to answer the call. When a headset is connected to the handset, the answering button on the headset can be used to answer the call.

Other answering methods can also be set in the Settings menu, see Settings on page 43. The answering methods are; Automatically and Loudspeaking.

When "Automatically" is enabled, all incoming calls will be connected automatically.

## Answer a Call

When the signal sounds press  to answer the call, or press the soft key  to answer the call in loudspeaking mode. The name/number of the calling party is displayed if calling line information is available.

## End a Call

Press  to end the call. The duration of the call is shown in the display. The total time of the call can also be retrieved from the Calls menu > Call time.

## During a Call



**Note:** Some of these functions are system dependent. The parameters are set up in the Portable Device Manager (PDM), see *Mitel 5604 Wireless Handset Configuration Manual*, and *Portable Device Manager (PDM) Installation and Operation Manual*.

If configured in the PDM/WSM, it is possible to call an emergency call while the handset/keypad is locked. During the ongoing emergency call, the soft key "More" and the soft key "R" are disabled.

### Adjust the Volume during a Call

Press the "Volume up" button to increase the volume, and the "Volume down" button to decrease the volume. The handset will now store and keep the new volume level. It is also possible to use the navigation key, ▲ and ▼ to adjust the volume.

### Open Contacts during the Call

1. Press the soft key "More" during the call.
2. Select "Contacts".
3. Press "Select".
4. Select "Call contact" for searching a local or company phonebook contact, or select "Central phonebook" for searching a central phonebook contact.
5. Press "Select".
6. Select or search contact.



**Note:** It is possible to call the selected contact by pressing "Call". When calling the contact, the first call will be put on hold. See also Start a New Call during Conversation on page 20.

### Turn the Microphone on/off during a Call

1. Press the soft key "More" during the call.
2. Select "Microphone off".
3. Press "Select".



The icon indicates a silenced microphone. This means that the other part in an ongoing call cannot hear you. To turn the microphone back on, do as follows:

1. Press the soft key "More" during the call.
2. Select "Microphone on".
3. Press "Select".

It is also possible to turn the microphone off/on by a long press on .

## Lock/Unlock the Keypad during a Call

To prevent accidentally pressing keys, the keys can be locked during a call. This can be useful when a headset is used and the handset is attached to a pocket or belt.

### *Lock keypad*

1. Press .
2. Press "Lock".

### Unlock keypad

1. Press .
2. Press "Yes".

It is possible to press the volume buttons and the mute button during the call. If the 5604 Personal Alarm license is used, it is also possible to press the alarm button.

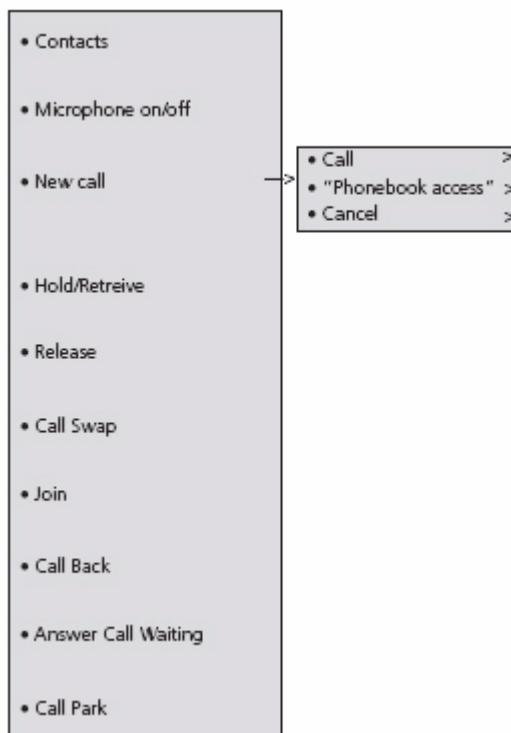
## Start a New Call during Conversation

1. Press the soft key "More" during the call.
2. Select "New Call"<sup>2</sup>.
3. Press "Select".
4. Enter number, or press  to access the phonebook.
5. Press .

## Call Handling

During a call, you may need to use the following features: Hold, Transfer, Conference, Call Swap, Callback, Call Park, and so forth.

You access these features by pressing the middle softkey **More** during a call. This displays the **In Call** menu (see below).



You can also use these features by pressing the **R** key on the handset during a call. The table below lists the **In-Call** Menu features and the associated feature access code method.

In-Call Menu under More	Associated Feature Access Code
Contacts	
Microphone off	
New Call	R
Hold/Retrieve	R
Release	R4
Call Swap	R2
Join	RR + *80
Call Back	5
Answer Call Waiting	R2
Call Park	RR + *7#

## Hold

1. During a call, press the **More** softkey.
2. Select **Hold/Retrieve** to put the call on hold.

*To retrieve the Held Call*

1. Press the **More** softkey
2. Select **Hold/Retrieve** to retrieve the call.

## Transfer

1. During the call, press the **More** softkey.
2. Select **New Call**.
3. Dial the number to which you want to transfer the call and then press the **Call** softkey.
4. Do one of the following:
  - to make a blind transfer, select **Release** to hang up and connect the other two parties.
  - to make a supervised transfer, wait for an answer, announce the transfer, and then select **Release** to hang up and connect the other two parties.
  - to terminate the transfer and return to the held call, press **More** and then select **Call Swap**.

## Conference

To conference with another party during an active call:

1. During a call, press the **More** softkey.
2. Select **New Call** to put the current call on hold.
3. Dial the number of the third party.
4. Wait for an answer.
5. Press **More** and then select **Join** to conference all the parties together.

## Answer Call Waiting

While on a call, you hear a call waiting beep.

1. Press the **More** softkey.
2. Press **Answer Call Waiting** to answer the incoming call.

## Callback

Callback lets you request that the system notify you when a busy extension becomes free.

1. When a number/extension is busy, press the **More** softkey.
2. Select **Call Back** to set up the callback.
3. Your extension will ring when the called extension becomes free and automatically dial the extension back.

## Call Park

The Call Park feature allows you to place a call in a special hold state. You, or someone else, can then retrieve the call from any extension in the system. After parking the call, the system can automatically connect you to paging equipment so that you can announce the call to the requested party.

To park an active call:

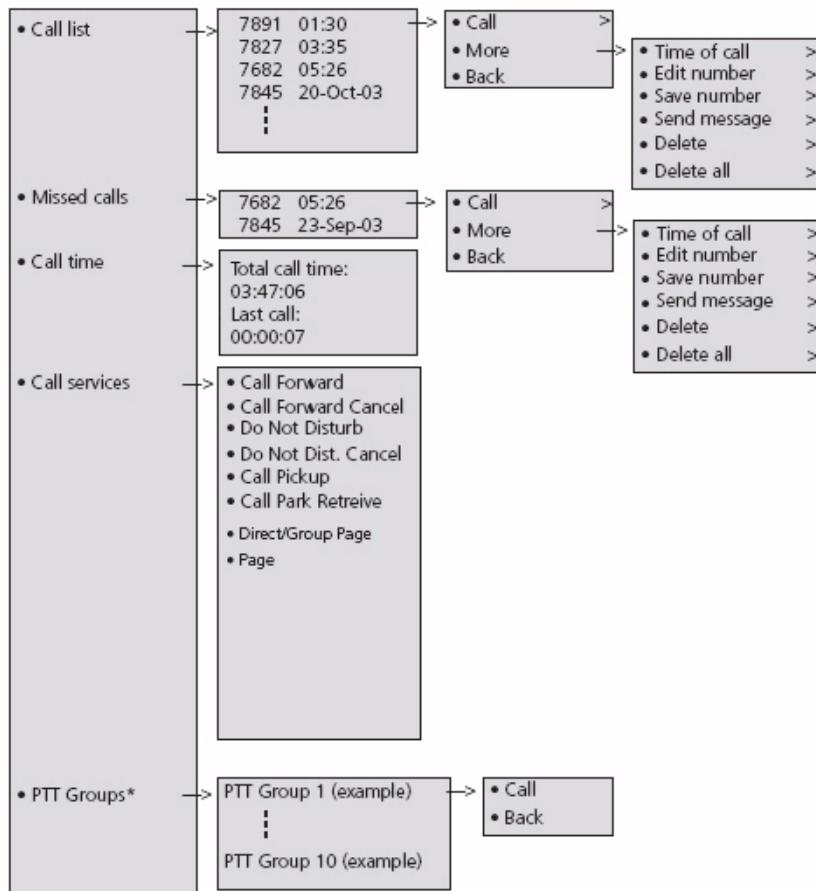
1. During the call, press the **More** softkey.
2. Select **Call Park**.
3. Dial the directory number on which to park the call
4. Inform the called party of the waiting call.

To retrieve a parked call:

1. Press **Call -> Call Services**.
2. Select **Call Park - Retrieve** and enter the directory number on which the call is parked.

## Advanced Features

### Calls



\*) Visible if defined in the PDM

The following features are available from the **Calls -> Call services** menu:

- Call Forward
- Call Forward Cancel
- Do Not Disturb
- Do Not Disturb Cancel
- Call Pickup
- Call Park Retrieve
- Direct/Group Page
- Loudspeaker Page

### To access the Call Services menu:

- Enter the menu by pressing the **More** soft key.

## Call Forward

To set Call Forwarding:

1. During the call, press the **More** softkey.
2. Select **Call Forward**.
3. Enter the extension number to which you want to forward your calls.
4. Press **Call**.
5. Listen for a confirmation tone and then hang up.

To cancel Call Forwarding:

1. During the call, press the **More** softkey.
2. Select **Call Forward Cancel**.
3. When you hear a re-order tone, press  to hang up. Forwarding is cancelled.

## Call Pickup

To answer a call that is ringing at another station in your Pickup Group:

1. During the call, press the **More** softkey.
2. Select **Call Pickup**.
3. Answer the call.

## Do Not Disturb

To activate Do Not Disturb:

1. During the call, press the **More** softkey.
2. Select **Do Not Disturb**.
3. When you hear a re-order tone, press  to hang up. Do Not Disturb is activated.

To deactivate Do Not Disturb:

1. During the call, press the **More** softkey.
2. Select **Do Not Disturb Cancel**.
3. When you hear a re-order tone, press  to hang up. Do Not Disturb is deactivated

## Direct Page

Direct Paging allows you to page a party through the party's handsfree speaker.

1. Press the **More** softkey.
2. Select **Direct/Group Page**.
3. Dial the extension number.
4. Announce the page.

## Group Page

Group Paging allows you to page a group of telephones through their built-in speakers.

1. Press the **More** softkey.
2. Select **Direct/Group Page**.
3. Do one of the following:
  - To page your prime page group, press #.
  - To page a specific page group, dial the page group directory number.
4. Speak to the dialed party after the tone.

## Loudspeaker Page

1. Press the **More** softkey.
2. Select **Loudspeaker Page**.
3. Dial the paging zone number, if required.
4. Wait for ringback and announce the page.



**Note:** Ask your Administrator for the paging zone number.

# Messaging

## Message List

The thirty last received messages are stored in a list. The message list is located in the Messaging menu "Inbox". Time and date information is included in the message.

## Receive a Message

### Incoming Message for 5604 Services License

When a text message is received, the LED starts flashing and the message alert signal sounds. The "New message" icon, and the content of the received message are automatically displayed. The icon will remain in the display until all new messages are opened. If the message is received during a call a beep notifies the user.

It is possible to reply, forward the message, call the sender, and call number included in a text. It is also possible to read the message later by selecting "Close". A received message is stored in the Inbox.

### Incoming Message for all 5604s except for 5604 Services License

When a text message is received, the LED starts flashing and the message alert signal sounds. The "New message" icon, and a text with information of received message are displayed. The icon will remain in the display until all new messages are opened. If the message is received during a call a beep notifies the user.

The message can be read by selecting "Yes". It is possible to reply, forward the message, call the sender, and call number in text. It is also possible to read the message later by selecting "No". The message will in both cases be stored in the Inbox.

## Read a Stored Message

1. Enter "Messaging" in the menu, see Messaging on page 27.
2. Select "Inbox".
3. Select stored message from the list.
4. Press "View" to read the message.

## Reply to a Message

To reply when receiving a message, do as follows:

1. Press "Reply".
2. Enter message.
3. Press "Send".
4. If needed, edit the number to the receiver.
5. Press "Send".

## Delete Message(s)

1. Enter "Messaging" in the menu, see [Messaging](#) on page 27.
2. Select "Inbox".
3. Select message to delete.
4. Press "More".
5. Select "Delete"
6. Press "Yes" for confirmation. The message is deleted. To delete all messages in the list, select "Delete all" and press "Yes" for confirmation.

## Forward a Message

1. Enter "Messaging" in the menu, see [Messaging](#) on page 27.
2. Select "Inbox"
3. Select message
4. Press "View".
5. Press "More".
6. Select "Forward"
7. If needed, write additional text, see [Write and Send a Message](#).
8. Press "Send".
9. Enter the number to the receiver, or press the middle soft key to open the phonebook.
10. Press "Send" to forward the message.

## Call the Sender of the Message

1. Enter "Messaging" in the menu, see [Messaging](#) on page 27.
2. Select "Inbox".
3. Select message.
4. Press "More".
5. Select "Call sender".

## Call a Number Included in a Message

If the sender has written a number in the message it is possible to call the number without dialling it.

1. Select "View".
2. Select "More".
3. Select "Call no. in text"<sup>1</sup>.
4. Select number in the list.
5. Press "Call".

## Save Number

1. Enter "Messaging" in the menu, see Messaging on page 27.
2. Select "Inbox".
3. Select message .
4. Select "View".
5. Press "More".
6. Select "Save number".
7. Select "Work number", "Mobile number", or "Other number".
8. Add name and press "OK".
9. Press "Save". The number will be saved in the contact list.

## Write and Send a Message

1. Enter "Messaging" menu, see Messaging on page 27.
2. Select "Write new message".
3. Write the message. Keys 0-9, \* or # can be used. Key 0 and 1 contains special characters, see Alphanumeric Keys on page 12 to see all characters.

The maximum message length is 160 characters.



**Note:** Some characters require 2 bytes in the final message, therefore the user will sometimes not be able to enter 160 characters.

The first character entered will be an upper level character followed by lower level characters unless the \* -key is pressed before entering the character.

When pressing a key, the first available character on that specific key is displayed, see Alphanumeric Keys on page 12. To get any of the other characters on that key, press the key until that character appears in the display.

---

1. This option is only visible if the number consists of minimum 3 digits.

Example: to get the character E, press key 3 twice. "E" appears in the display and is selected after a timeout or when another key is pressed.

To delete a character, press "Clear".

4. Press "Send".
5. Enter the call number.
6. Press "Send" to send the message.

## Open a Sent Message

1. Enter "Messaging" menu, see Messaging on page 27.
2. Select "Sent".
3. Select message.
4. Press "View" to read the message.

## Send to Another Destination

1. Enter "Messaging" menu, see Messaging on page 27.
2. Select "Inbox" or "Sent".
3. Select message.
4. Press "More".
5. Select "Forward".
6. Press "Send".
7. Enter the number.
8. Press "Send".

## Receive a Message with Request for Answer

In the status bar, a message with request for answer is indicated the same way as an ordinary message, see Receive a Message on page 27.

In the message list, the message with request for answer is indicated by the  icon.

## Accept/Reject the message

Press the soft key "Accept" or "Reject".

When an acknowledged message has been replied to, the icon  is shown in the message list. The text "Accepted" or "Rejected", and time and date is also added in the acknowledged message.

 **Note:** The option "Delete" is not available for a message with request for answer. An unacknowledged message can only be deleted from the message list.

## Message Queuing and Message Priority



**Note:** This feature is applicable for 5604 Services license only.

The default settings is that each message will be displayed without being interrupted by another message, except if the new message is of higher priority. Messages that are not shown yet are placed in a queue and the priority and time of reception determine the position in the queue. There are 9 levels of the priority. 1 is highest priority and 9 is lowest priority.

If several of the messages have the same priority the message that was received first is shown first.

If a new message with a higher priority is received while another message is read the new message will replace the old message in the display. The old message will be placed in the queue. If a new message with equal or lower priority is received while another message is read the new message will be placed in the queue.

It is possible to configure how long a message will be displayed, see *Mitel 5604 Wireless Handset Configuration Manual*.

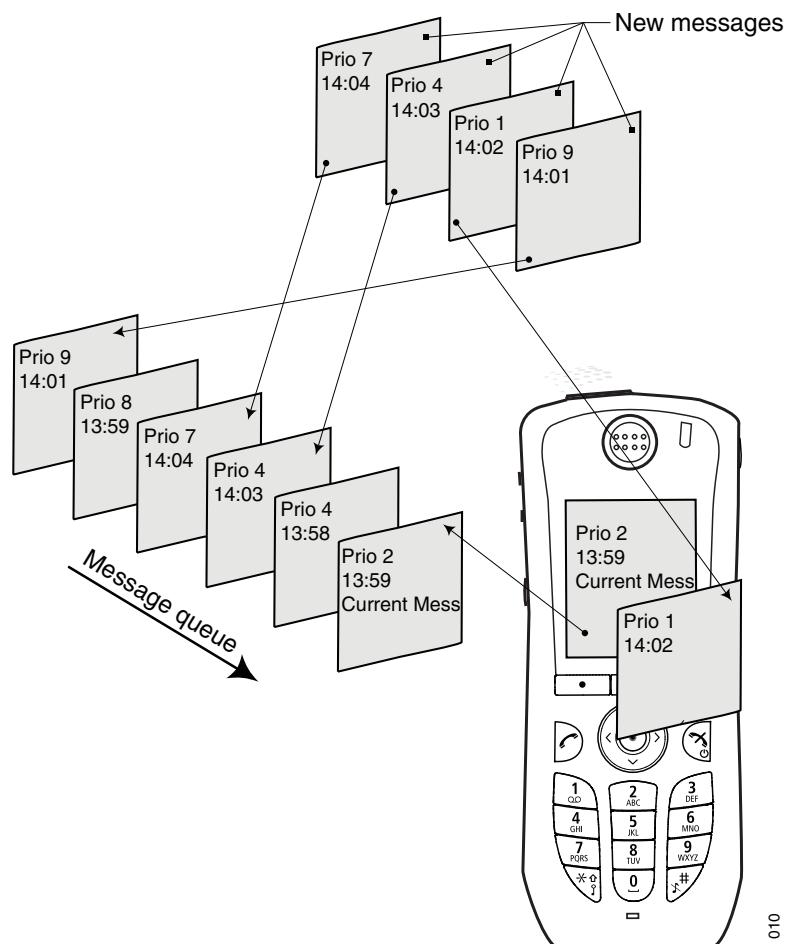


Figure 6: Figure of how the queue and priority works

## Interactive Messaging



**Note:** This system dependent feature is applicable for 5604 Services license only.

Interactive Messaging (IM) is a function that extends basic messaging. It makes it possible for a user of a handset to access information from a client application in the system.

An example can be a customized application that can be accessed from the handset. A list of actions can be included in the message sent from the application to the handset.

An IM is indicated and viewed the same way as an ordinary message, see [Receive a Message on page 27](#). It is saved along with other messages in the message list.

When a IM has been read, the IM may display several options. Mark the one you want and press "Select". If the selected option requests input, enter the information needed and press "Ok". A press on the middle Soft key will change to digit or text input mode depending on if it is digit or text format in the message. A read message is indicated the same way as an ordinary message.



**Note:** If a handset receives an IM update when the original message already has been deleted, the handset automatically sends a negative acknowledge (NAK) to the system, if requested.

A very simple interactive message can look like the one in [figure 7 on page 32](#). The options depends on the configuration in the client application.



**Figure 7: Example of an interactive message**

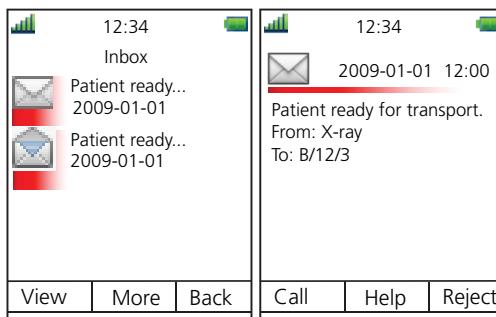
Mobile data from the handset can initiate the application to send the interactive message, see [Mobile Data on page 33](#). The user can then select one action from the list. The action can be sending a message back to the application and/or dialling a specific number etc.

## Colored Messaging



**Note:** This is a system dependent feature for 5604 Services license only.

It is possible to send colored messages to handsets. The sender of a message (that is, an application) determines the color of the message. Colored messaging can be useful for categorizing messages. In figure 8, there are two colored messages (a new message, and a read message) in the message inbox (left in the figure). The messages are indicated by a gradient color bar behind the envelopes. When reading a message, a gradient color bar is shown below the envelop (right in the figure).



**Figure 8: Shows an example of a colored message**

To enable colored messaging, see the corresponding manual for the application used. In addition, colored labels can be mapped to message beep codes. See *IP-DECT WSM Installation and Operation Manual*.

## Mobile Data



**Note:** This is a system dependent feature for 5604 Services license only.

### Send Mobile Data

It is possible to send user entered data from the handset by pressing a pre-programmed Hot key or Soft key, or selecting a Service. Mobile data can be used for opening a door, starting/stopping a machine etc. The data can either be predefined, or entered after the Hot key/Soft key is pressed or Service is selected.

The data can be predefined when programming the Soft/Hot key or Service, see Define Soft Keys on page 54, Define Hot Keys on page 54, or Add Services on page 56.

### Send Mobile Data with a Prefix

Mobile data with a prefix is sent from the handset by entering data and then pressing a pre-programmed Hot key or Soft key or select a Service. Mobile data with prefix can be used to send information to an application in the system.

The prefix is predefined by the user when programming the Hot/Soft key or Service, *Define Soft Keys on page 54* on page 46 or *Define Hot Keys* on page 54.

## Voice Mail



**Note:** This feature is only available if configured in the system.

### Receive a Voice Mail

When receiving a voice mail, the content of the voice mail notification is displayed automatically on the screen, and is also indicated by the “Voice mail message” icon  in the status bar.

If the content of the notification is displayed, press “Call” to dial the voice mail. If “Close” is selected, it is possible to dial the voice mail by a long press on digit key “1” in standby mode, or from the Inbox menu.

Information is stored in the “Messaging” inbox (see *Messaging on page 27*) until all voice mail messages have been listened to.

### Check the Voice Mail inbox

The voice mail is indicated by a “Voice mail message” icon  in the front of the voice mail message, and is also displayed first in the inbox list.

1. Enter “Messaging” menu, see *Messaging on page 27*
2. Select “Inbox”.
3. Select the voice mail message.
4. Press “View”.
5. Press “Call”.

Voice mail will be displayed with one entry in the message list regardless of the number of voice mail received.

### One Key Voice Mail Access

A long press on digit key “1” in standby mode will call your voice mail. If the extension number is not available a dialog window “Voice mail number not defined” is displayed.



**Note:** Some systems require that the mailbox extension number is downloaded to the handset, see *Mitel 5604 Wireless Handset Configuration Manual*.

## Alarm Operation



**Note:** The following system dependent features are applicable for 5604 Personal Alarm license only, see *Mitel 5604 Wireless Handset Configuration Manual*.

### Push-button Alarm

Press the red alarm button twice within two seconds to activate the alarm. An information text is displayed, default “Personal Alarm” is displayed. The alarm is sent to the alarm central that distributes it further. After that the handset returns to stand-by mode. Note that you can always trigger the alarm when you are speaking, editing your settings, or while the handset is locked.

### Acoustic Location Signal

An alarm can be followed by an Acoustic Location Signal (ALS). The ALS is a signal from the handset that sounds for a predefined period of time. The signal is silenced by pressing the Mute button on the handset.

### Test Alarm

Press and hold the red alarm button until the information text is displayed, default “Test Alarm” is displayed.

### Alarm with Location Information

Information about the handset’s location can be sent along with an alarm. The location can be added as follows;

- Manually added by the user (see “Alarm with Data” on page 35) or
- An approximately location given by the closest Base Station (see *Mitel 5604 Wireless Handset Configuration Manual*) or
- A precise location given by the DECT location devices (see *Mitel 5604 Wireless Handset Configuration Manual*).

### Alarm with Data

The data must manually be defined and stored by the user. To use the function, one Soft/Hot key/Navigation key in the handset must be defined as a shortcut to the menu “Edit alarm data, see “Short Cuts Menu” on page 54. The stored data is added to all types of alarm at transmission.

## Automatic Call after Alarm

A handset can be configured to call a pre-defined number after an alarm has been sent. Depending on the settings, the call can be established in the following modes;

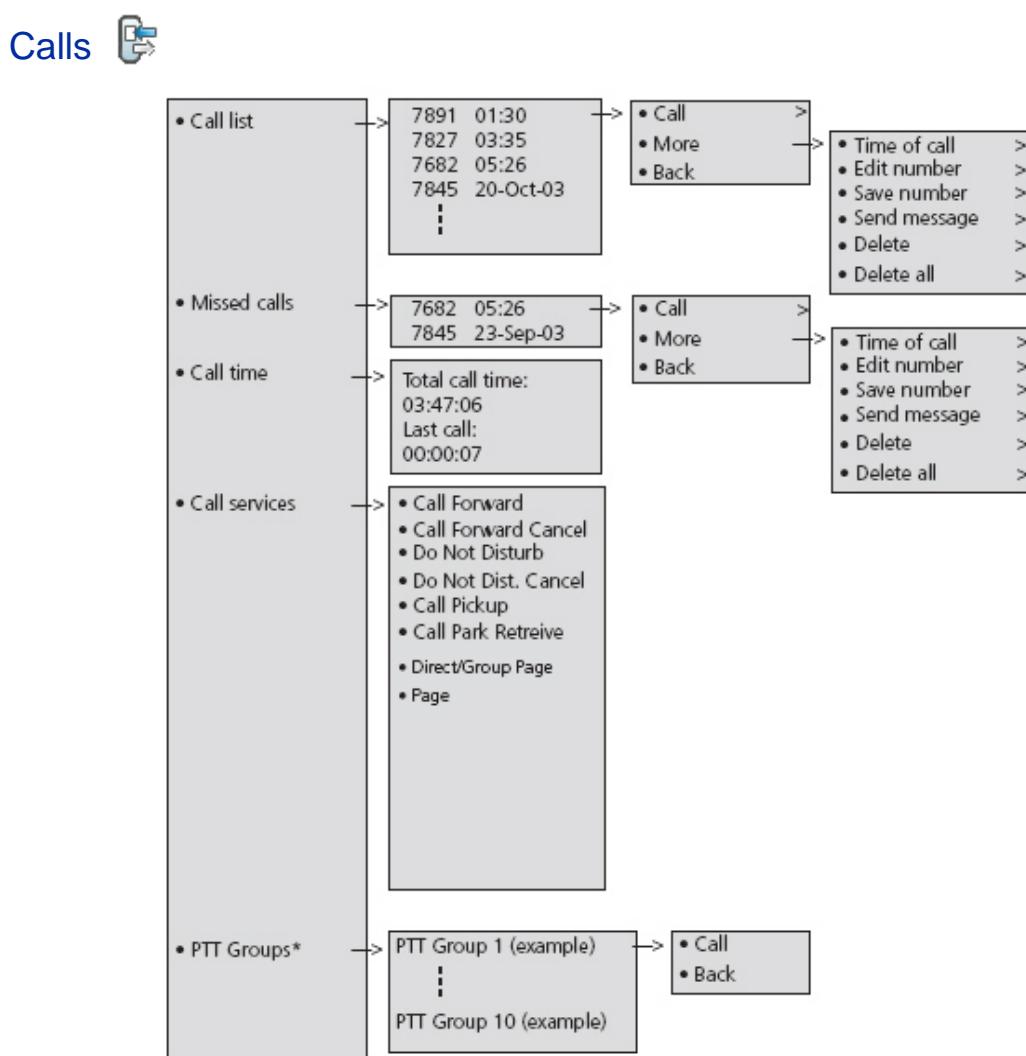
- Loudspeaking mode, or
- Monitor mode, or
- Normal mode

See *Mitel 5604 Wireless Handset Configuration Manual* for more information.

## Menu Tree

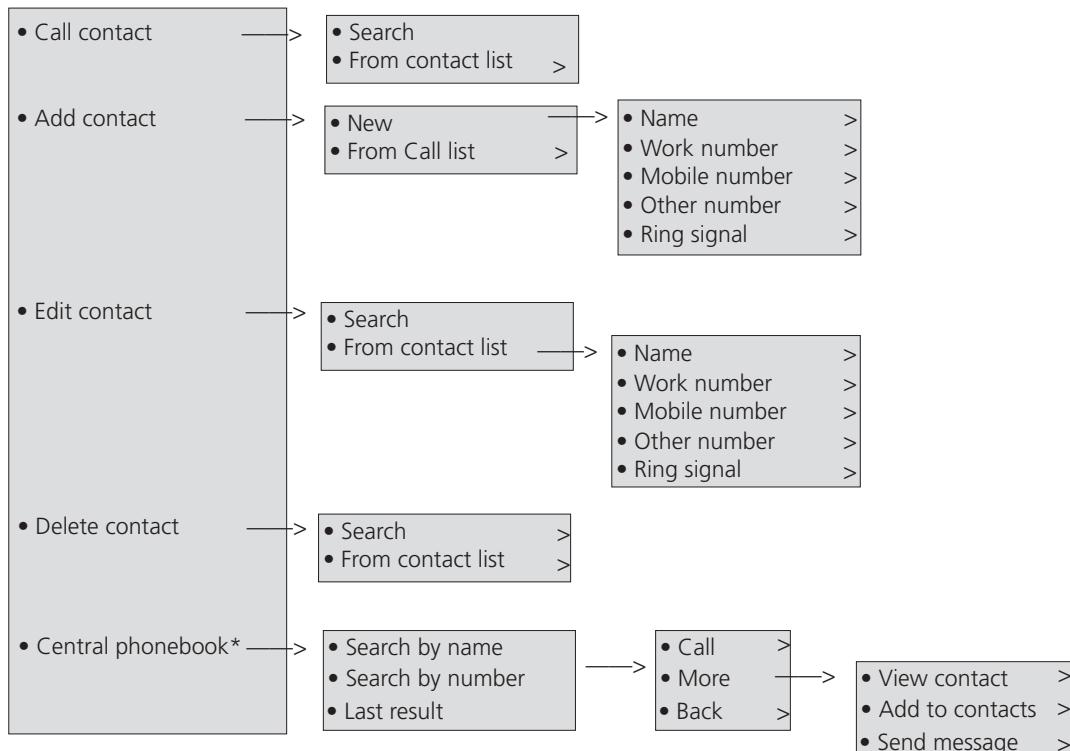
### Customizing the Menu Tree

The menu tree can be customized by hiding some of the functions that are available but for example not in use. Which functions that should be hidden are defined in the PDM. See *Mitel 5604 Wireless Handset Configuration Manual*.



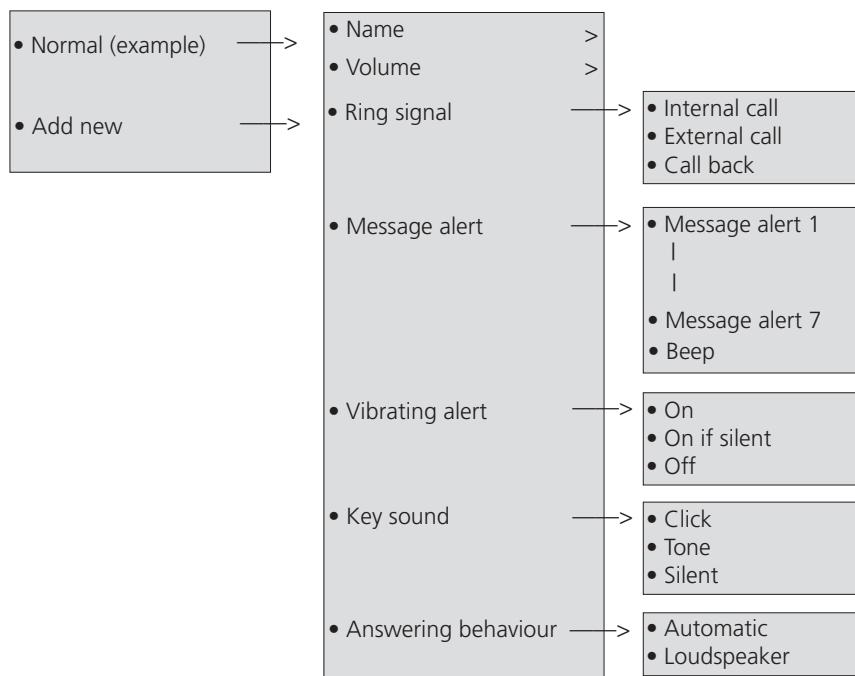
\*) Visible if defined in the PDM

## Contacts

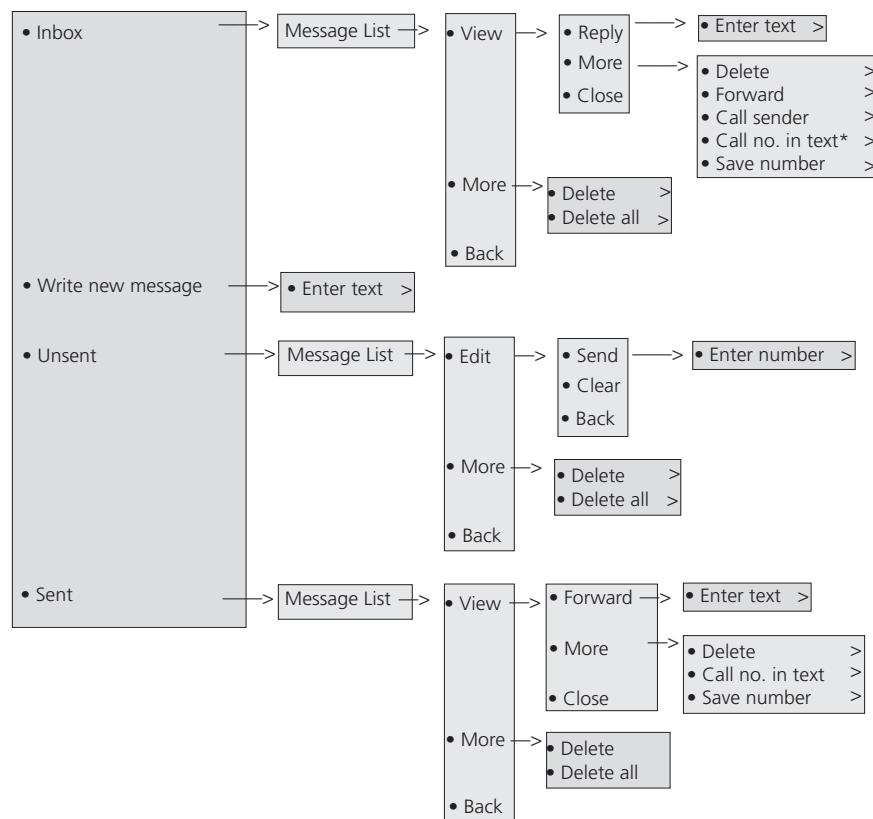


\* System dependent

## Profile

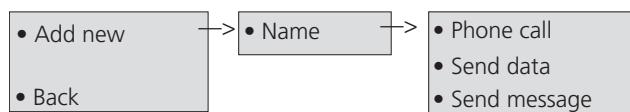


## Messaging

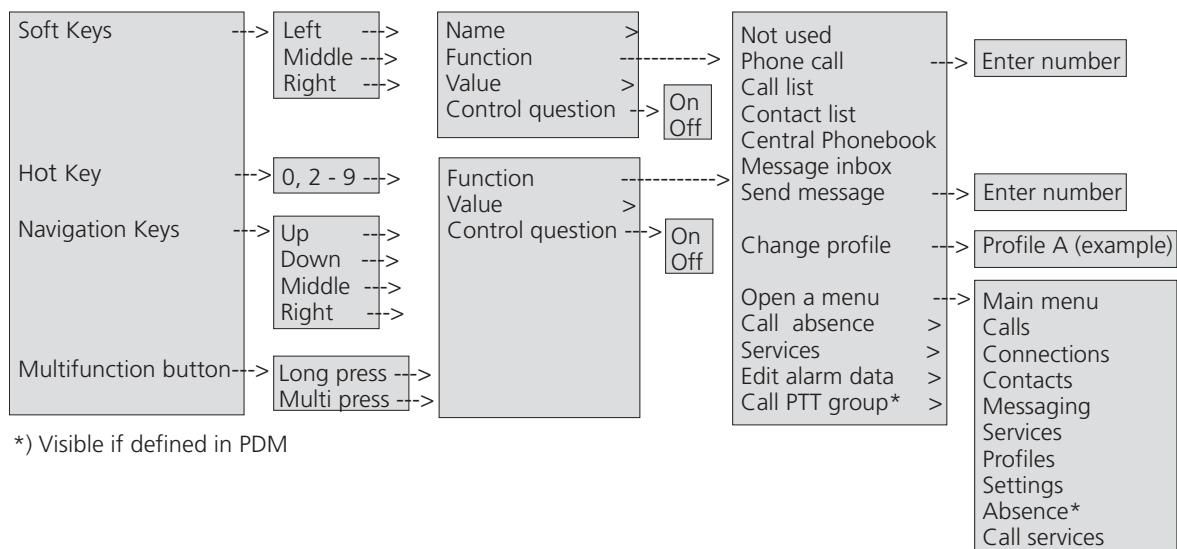


\* Visible if the number consists of minimum 3 digits.

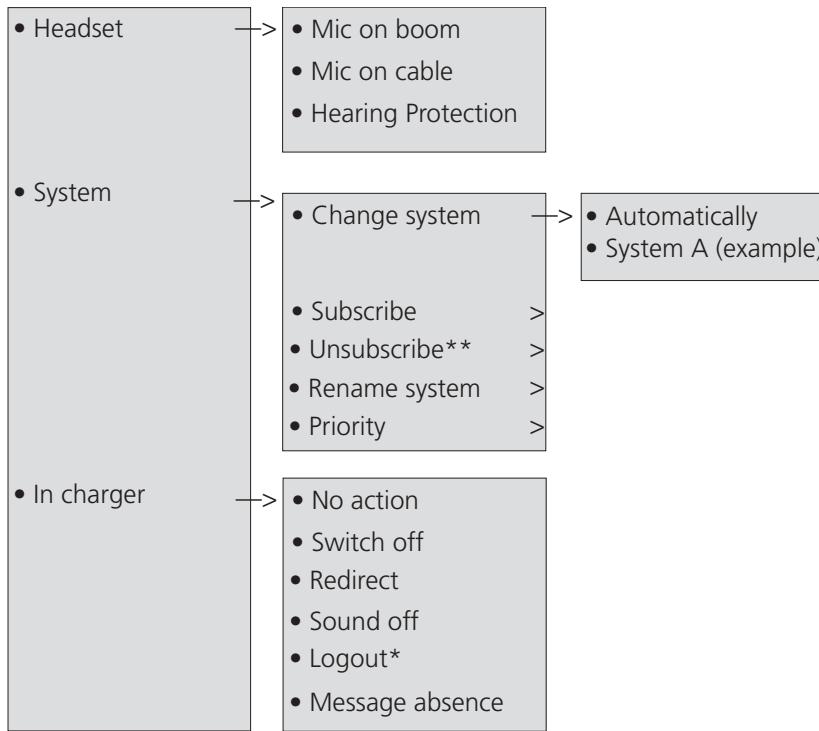
## Services



## Short cuts



## Connections

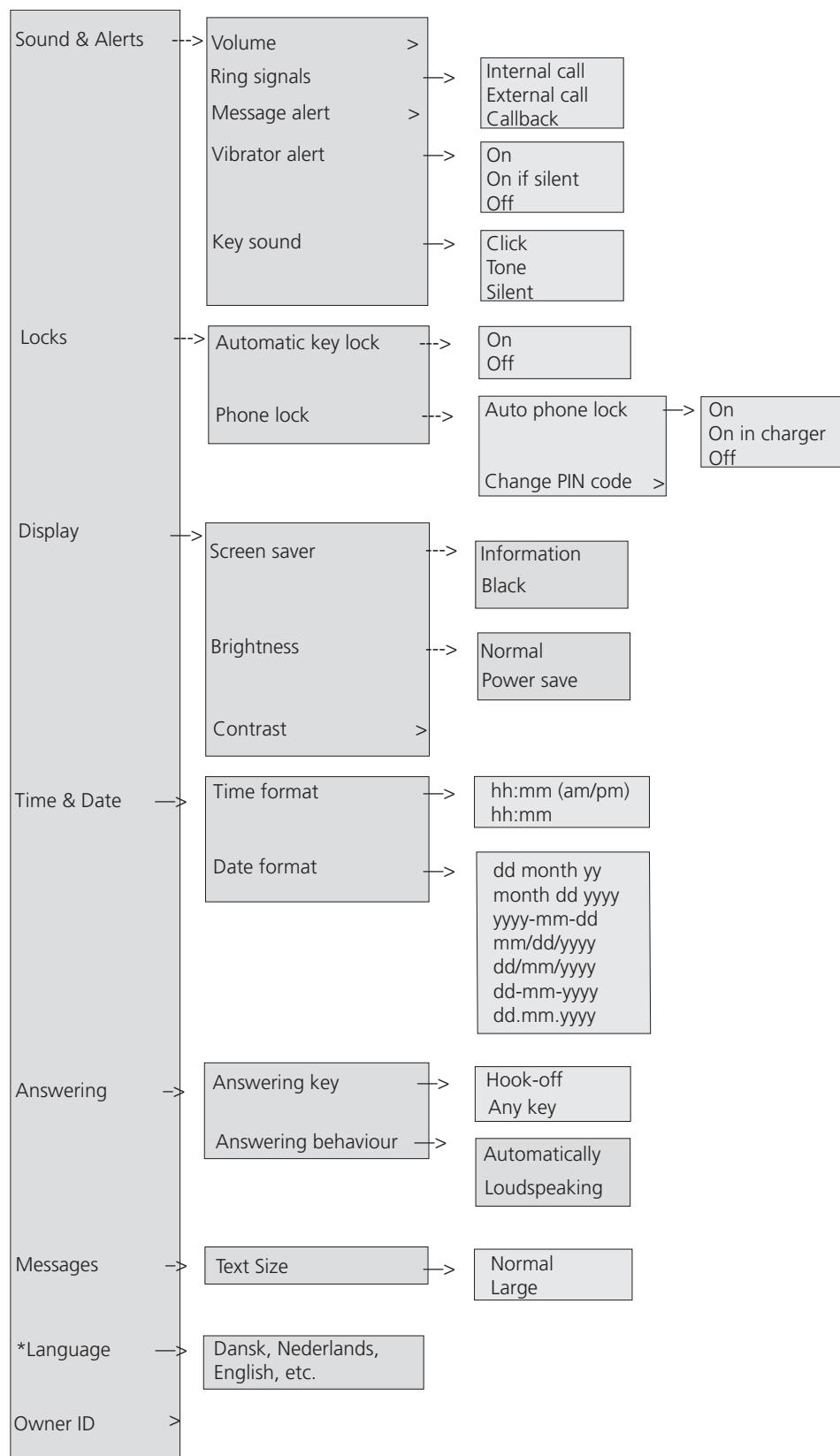


\*) This is a license dependent feature.

\*\*) It is not possible to unsubscribe a protected system via the System menu.

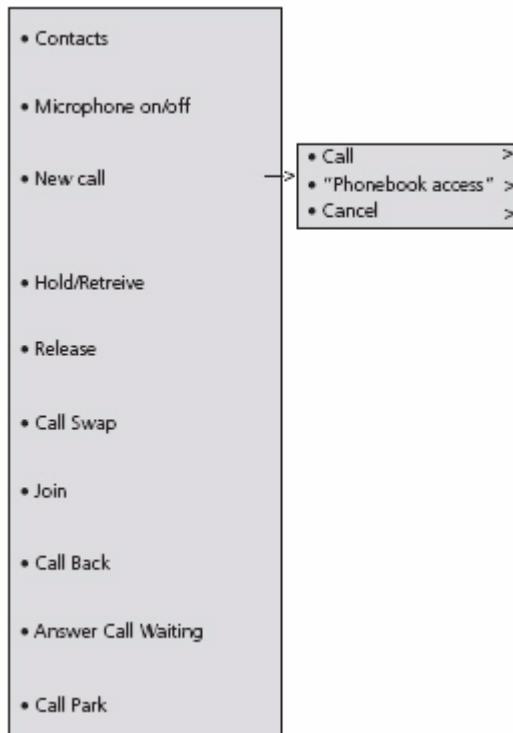
Unsubscription of the system must be made via the Admin menu or the DECT system.

## Settings



## In Call

The In Call menu can be reached during an ongoing call by pressing the middle Soft Key marked "More".



## Navigate the Menu

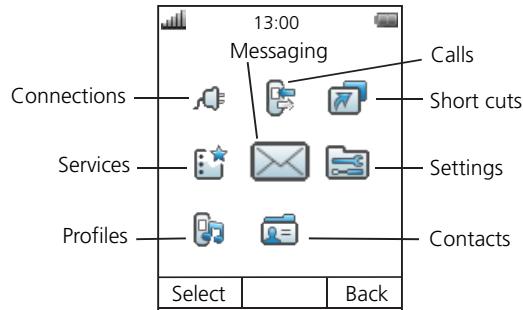


Figure 9: The main menu

### Connections Menu

1. Enter the menu by pressing the "Menu" Soft key, or the confirmation button on the Navigation key.
2. Select in the menu, and press the confirmation button or the Soft key "Select".

#### Headset

- Mic on boom
- Mic on Cable
- Customized headset profile<sup>1</sup>

1. Select "Headset".
2. Select headset from list.
3. Press "Select".

#### System

##### Change System

Select "Automatic" or a specific system. If the handset is set to "Automatic" it selects a system according to the priority list, see Priority on page 47.

##### Subscribe System

The handset can subscribe up to eight different systems. To subscribe a new system, the "Park:" (Portable Access Right Key) and "Ac:" (Authentication code) related to the system are needed. Contact the system administrator for more information.



**Note:** The PARK code may not be needed if there is no alien DECT system within the coverage area.

1. Only visible if the headset profile has been configured in the PDM/WSM.

The IPDI code is a unique code which has been assigned to the handset, see also Admin Menu on page 69.

1. Enter the menu by pressing the "Menu" soft key.
2. Select  in the menu.
3. Select "System"
4. Select "Subscribe"
5. Press "Next".
6. Enter System name (optional). If no system name is entered, the default name will be used. That is System A, System B etc. depending on which system name that is free.
7. Press "Next".
8. Enter PARK code (max. 31 digits). The PARK code may not be needed if there is no alien DECT system within the coverage area.
9. Enter AC code. The AC code length must be between 1 - 8 digits.
10. Press "Next".
11. An information text "Protection on?" is displayed. Select "Yes" if the new system is to be protected. It is not possible to delete a protected subscription from the System menu<sup>1</sup>.
12. Press "OK". A searching mode starts.

### Unsubscribe System

1. Enter the menu by pressing the "Menu" soft key.
2. Select  in the menu.
3. Select "System".
4. Select "Unsubscribe"<sup>1</sup>.
5. Select the system to unsubscribe.
6. Press "Yes" to unsubscribe the system.

### *Rename System*

It is possible to change the name of the system in the handset.

1. Select "Rename System".
2. Select system to rename.
3. Enter new name.
4. Select "Save".

---

<sup>1</sup>. It is not possible to unsubscribe a protected system via the System menu. The unsubscriptio must be made via the Admin menu or the DECT system.

### *Priority*

The default order of priority is the order of entered subscriptions. This means that the first subscribed system has the highest priority. This list can be edited by the user. It is possible to set the systems in priority by moving them up or down in the list.



**Note:** This is used in combination with system set to be "Automatic", see Change System on page 45.

1. Select "Priority".
2. Change the priority if needed by selecting "Up" or "Down". The priority will be saved when "Back" is selected.

### *In Charger*

#### *Redirect Calls While Charging*

Calls can be redirected to another extension when the handset is placed in a charger. In addition, message absence is also enabled when calls are redirected. See *Messages Absence While Charging* on page 48 for more information. The function is automatically cancelled when the handset is removed from the charger.



**Note:** The extension where the calls shall be redirected to is configured in the PBX.

1. Select "In charger".
2. Select "Redirect".

#### *Switch off While Charging*

When the handset is placed in the charger it can be switched off while it is charging. When it is removed from the charger it will switch on again.

1. Select "In charger".
2. Select "Switch off".

#### *Mute Handset While Charging*

When the handset is placed in the charger it can be muted while it is charging. When it is removed from the charger it will switch on the sound again.

1. Select "In charger".
2. Select "Sound off".

#### *Logoff Handset While Charging*

 **Note:** This feature requires that the parameter "Phone mode" is configured. See *Mitel 5604 Wireless Handset Configuration Manual*.

When the handset is placed in a charger it can be logged off while it is charging. Call list and message list will be deleted when the handset is logged out. When it is removed from the charger, the user needs to log on again.

1. Select "In charger".
2. Select "Logout".

#### *Messages Absence While Charging*

When the handset is placed in a charger, message absence can be enabled while it is charging. See also Redirect Calls While Charging on page 47. The function is automatically cancelled when the handset is removed from the charger.

When an application/system sends a message to a handset, it will receive an indication that the handset is absent. If a handset is absent, the application/system determines if the message shall be sent to the handset or not, or redirected to another handset.

 **Note:** If a message is sent from a handset, it will not receive an indication that the recipient is absent.

1. Select "In charger".
2. Select "Message Absence".

#### *Deactivate the Charging Mode*

1. Select "In charger".
2. Select "No action".
3. Press "Select" to save the setting.

## Calls Menu

1. Enter the menu by pressing the "Menu" Soft key, or the confirmation button on the Navigation key.
2. Select  in the menu, and press the confirmation button or the Soft key "Select".

### Call List

The 25 last received, dialled or missed calls are stored in a call list. If a number occurs more than once the last time stamp, together with the total number of occurrences, is shown.



**Note:** If supported by the system, the number's contact name can be displayed in the call list.

1. Select Call list, and step with the ▲ and ▼ to scroll in the list.

#### *Dial number from Call list*

1. Select number to call.
2. Press the soft key "Call" to dial.

#### *View the Time of a Call*

1. Press the Soft key "More".
2. Select "Time of call". The time and date is displayed.

#### *Edit Number from Call list*

1. Press the Soft key "More".
2. Select "Edit number".

#### *Save Number*

1. Press the Soft key "More".
2. Select "Save number".

#### *Send Message*

1. Press the Soft key "More".
2. Select "Send message".

#### *Delete Entry from the Call list*

1. Press the Soft key "More".
2. Select entry to delete.
3. Select "Delete".
4. Select "Yes" to delete the entry from the list.

*[Delete all Entries from the Call list](#)*

1. Press the Soft key "More".
2. Select "Delete all".
3. Select "Yes" to delete all the entries from the list.

### Missed Calls

1. Select Missed calls, and step with the ▲ and ▼ to scroll in the list.
2. Press the Soft key "Call" to call back.

As in Call List there is a Soft key "More" which can be used to view the time/date of the call, edit the received number, add to contacts, delete received numbers. See Call List on page 49 for information about the functionality in Soft key "More".

 **Note:** If supported by the system, the number's contact name can be displayed in the call list.

### Call Time

The total time of the previous call and last call is displayed.

1. Select "Call time".

## Push to Talk

The Push-to-Talk (PTT) function enables a pre-defined group of mobile staff to participate in a call whereby they all listen to the group's call activity, typically in loudspeaker (Handsfree) mode. They press and hold a button in order to speak.

For PTT to function, the PTT-capable handsets in the PTT group must be configured on the Wireless Messaging Services (WSM) Gateway. Additionally, a conference bridge, such as Mitel's Audio & Web Conferencing (AWC) must be configured to support the PTT calls.

Two types of PTT calls can be made:

- PTT Voice Style (initiated by the handset)
- PTT Message Style (initiated by the system)

### *PTT Voice Style Calls (Handset initiated)*

Each member of a PTT group is able to initiate a PTT call via a PTT request. This PTT Call request is typically programmed onto a softkey, hotkey or multi-function button on the handset for quick access.

Once a PTT Call request is made, the system invites the other members of the PTT group into the PTT call. The invitation typically barges onto the invited members' handsets following brief alerting of the incoming PTT call; manual PTT Call acceptance can be configured optionally.

Once the PPT group members have received/accepted their PTT invitations, the system automatically dials them onto the configured conference bridge and they are now active in a PTT call.

 **Note:** Depending on the configuration, it may take 10 seconds or more for all members to be active on the PTT call from the time a user initiates a PTT request.

 **Note:** Multiple PTT groups are supported; if a handset is a member in multiple groups, the PTT Groups can be programmed onto the handset menu to enable selection of the appropriate PTT group Call request.

### *Accept a PTT Invitation - Voice Style*

The PTT invitation is indicated by a  icon and is received as an incoming call. In the dialog window, a message containing maximum 24 characters can also be shown.

1. Press .

The handset may accept the invitation automatically, start in inverted mute and loudspeaking mode, depending on the configuration of the received PTT invitation.

2. Press and hold the Mute button to open the microphone for transmitting. The microphone is muted again when the Mute button is released.

*Reject a PTT Invitation - Voice Style*

Press  to reject the PTT invitation. The handset will return to the previously shown screen. See also [Re-join a PTT Group](#) on page 52.

*PTT Message Style (System/Application initiated)*

This mode is typically utilized in conjunction with an application that will trigger the PTT call based on an alarm or communication escalation.



**Note:** This method requires an additional Alarm Management Server (AMS) module.

*Accept a PTT Invitation - Message Style*



**Note:** This feature is applicable for 5604 Services license only.

The PTT invitation is received as a message and can contain up to 1000 characters, and is viewed the same way as an ordinary message.

1. Press the soft key "Call".  
The handset may accept the invitation automatically, start in inverted mute and loudspeaking mode, depending on the configuration of the received PTT invitation.
2. Press and hold the Mute button to open the microphone for transmitting. The microphone is muted again when the Mute button is released.

*Reject a PTT Invitation - Message Style<sup>2</sup>*



**Note:** This feature is applicable for 5604 Services license only.

Press the soft key "Close" to reject the PTT invitation. The handset will return to the previously shown screen. See also [Re-join a PTT Group](#) on page 52.

*Re-join a PTT Group*

If a PTT invitation (PTT Voice Style) is rejected or missed, the PTT group can be dialed from the Call list or Missed calls, respectively. The PTT invitation is indicated by the  icon in the list. See [Call List](#) on page 49, or [Missed Calls](#) on page 50.

If a PTT invitation (PTT Message Style) is rejected, the PTT group can be dialed by selecting the message indicated by the  icon in the Messaging inbox, and then press the soft key "Call".

### Call a PTT Group



**Note:** PTT group(s) must be defined in the PDM and Messaging Group(s) in WSM to be able to use this function. See *Mitel 5604 Wireless Handset Configuration Manual*, and *WSM Installation and Operation Manual*.

When calling a PTT group, the members in the defined PTT group will receive a PTT invitation as an incoming call (PTT Voice Style).

1. Press "Menu".
2. Select "Calls".
3. Select "PTT groups"<sup>1</sup>.
4. Select a PTT group.
5. Press "Call", or the Off-hook key.

---

1. Only available if a PTT group is defined in the PDM/WSM.

## Short Cuts Menu

Predefined functions can be set as short cuts for the Soft keys, Hot keys, Navigation keys, and the Multifunction button. It is for example possible to define the soft key to make a call, as a short cut to send a message or to a menu.

1. Enter the menu by pressing the "Menu" Soft key, or the confirmation button on the Navigation key.
2. Select  in the menu, and press the confirmation button or the Soft key "Select".

### Define Soft Keys

1. Select "Soft keys".
2. Select "Left", "Middle", or "Right".
3. Press "Select" to enter a name for the Soft key.
4. Press "OK".
5. Select "Function", and press "Select" to select function for the Soft key.
6. Select function from list, and press "Back".
7. Select "Value" (only for some of the functions), and press "Select". Enter a value for example a handset number. Press "Back".
8. Select "Control question", and press "Select". It is off by default. Press "Back".
9. Press "Save".

### Define Hot Keys

1. Select "Hot keys".
2. Select "0", "2" to "9".
3. Select "Function", and press "Select" to select function for the Soft key.
4. Select function from list, and press "Back".
5. Select "Value" (only for some of the functions), and press "Select". Enter a value for example a handset number. Press "Back".
6. Select "Control question", and press "Select". It is off by default.
7. Press "Save".

### Define Navigation Key

1. Select "Navigation keys".
2. Select "Up", "Down", "Left", or "Right".
3. Select "Function", and press "Select" to select function for the Soft key.
4. Select function from list, and press "Back".

5. Select "Value" (only for some of the functions), and press "Select". Enter a value for example a handset number. Press "Back".
6. Select "Control question", and press "Select". It is off by default.
7. Press "Save".

### Define Multifunction or Alarm<sup>1</sup> Button

The Multi-function button can be defined with two different functions, a long press activates one function, and a double press activates another function.

1. Select "Multi-function button"/"Alarm button<sup>1</sup>".
2. Select "Long press", or "Multi press".
3. Select "Function", and press "Select" to select function.
4. Select function from list, and press "Select" and then press "Back".
5. Select "Value" (only for some of the functions), and press "Select". Enter a value for example a handset number. Press "Back".
6. Select "Control question", and press "Select". It is off by default.
7. Press "Save".

---

1. Applicable for 5604 Personal Alarm license only.

## Services Menu

With this menu it is possible to customize your own menu with functions that are used often. A list of predefined functions are available for example, Write new message, Central phonebook, Call contact, etc.

1. Enter the menu by pressing the "Menu" Soft key, or the confirmation button on the Navigation key.
2. Select  in the menu, and press the confirmation button or the Soft key "Select".

### Add Services

1. Select "Add new".
2. Enter a name of the service in the field, and then press "OK"
3. Mark a function by using the **▲** and **▼** on the navigation key.
4. Press "Select", or the confirmation button.
5. If necessary, enter values in the fields (only applicable for some of the functions)
6. Press "Back".

### Edit Services

1. Mark a service by using the **▲** and **▼** on the navigation key.
2. Press "More"
3. Select "Edit".
4. Edit the service parameters.
5. Press "Back"

### Delete Services

1. Mark a service by using the **▲** and **▼** on the navigation key.
2. Press "More".
3. Mark "Delete" by using **▼** on the navigation key.
4. Press "Select".
5. Press "Yes" to delete the service.

## Messaging

1. Enter the menu by pressing the "Menu" Soft key, or the confirmation button on the Navigation key.
2. Select  in the menu, and press the confirmation button or the Soft key "Select".

### Inbox

1. Select "Inbox" to view the message list.
2. Select a message by using the ▲ and ▼ on the navigation key.

### *Reply to Sender*

1. Select "View".
2. Select "Reply".
3. Enter text.
4. Select "Send".

### *Delete Message*

1. Select "More".
2. Select "Delete".
3. Select "Yes" to delete the message.

### *Forward Message*

1. Select "More".
2. Select "Forward".
3. Enter additional text if needed.
4. Select "Send"
5. Enter number.
6. Select "Send" to forward the message.

### *Call Sender*

1. Select "View".
2. Select "More".
3. Select "Call Sender".

#### *Call number in text*

1. Select "View".
2. Select "More".
3. Select "Call (No. in text)"<sup>1</sup>.
4. Select number from the list.
5. Select "Call"

#### *Save Number*

1. Select "View".
2. Select "More".
3. Select "Save number".
4. Select "Work Number"/"Mobile number"/"Other number".
5. Press "Add".
6. Enter name for the contact.
7. Press "OK".
8. Press "Save". The number will be saved in the contact list.

### **Write New Messages**

1. Select "Write new message".
2. Enter text, and press "Send". See also [Messaging](#) on page 27.  
It is possible to save the message and send it later by pressing the soft key "Back" and select "Yes". The message will be stored under [Unsent messages](#). See [<Link> Unsent Messages](#).
3. Enter number, or press middle soft key to get number from contact list.
4. Press "Send".

### **Unsent Messages**

1. Select "Unsent" to view the list.
2. Select message to edit/send.
3. Select "Edit", edit text and/or just select "Send".

#### *Delete/Delete All*

1. Select "More".
2. Select "Delete" or "Delete all".
3. Select "Yes" if the unsent message shall be deleted.

---

1. Only visible if the number consists of minimum 3 digits.

## **Sent Messages**

1. Select "Sent" to view the list.
2. Select "View".

### *Forward message*

1. Enter additional text if needed.
2. Enter number.
3. Select "Send".

### *Delete Message*

1. Select "Delete".
2. Select "Yes" to delete the message.

### *Delete/Delete All*

1. Select "More".
2. Select "Delete" or "Delete all".
3. Select "Yes" if the unsent message shall be deleted.

## Profiles Menu

It is possible to set up an own profile for incoming calls, message alerts, vibrating alerts, key sound etc. This can be useful when there are many users on the same handset, and they want different sound profiles. It can also be used for temporarily settings, for example while in a meeting incoming calls should be silent. It is easy to switch between the different profiles.

1. Enter the menu by pressing the "Menu" Soft key, or the confirmation button on the Navigation key.
2. Select  in the menu.

### *Add new Profile*

1. Press Soft key "Add new".
2. Enter name of the profile and select "Save".
3. Select profile from list and change profile as wanted.

### *Delete Profile*

1. Select profile from list.
2. Press Soft key "More".
3. Select "Delete" from menu.
4. Press Soft key "Delete".
5. Press Soft key "Yes" to confirm.

### *Edit Profile*

1. Select profile from list.
2. Press Soft key "More".
3. Select "Edit" from menu.
4. Select what to edit and press Soft key "Edit".
5. Make changes and press Soft key "Save" to confirm.

## Contacts Menu

The handset has a local phonebook with 250 entries, where names and numbers freely can be added, deleted, and edited by the user. The phonebook lists all names in alphabetical order, where three numbers can be added for each contact; work number, mobile number, and other number.

In addition, a company phonebook with up to 1000 entries can be downloaded to the handset via the PDM/WSM, see Software Upgrade and Additional Features on page 70. The company phonebook name and numbers can not be edited or deleted by the user. The phonebook lists all names in alphabetical order. The local and company phonebook appears in the same list but the company names are indicated by a “Locked entry” icon  in front of the name. The contact will only include work number. See Dial a Number from the Company Phonebook on page 17 for more information.

It is also possible to access a central phonebook<sup>1</sup>, see Dial a Name from the Central Phonebook on page 17. The user then sends a request to a messaging server with the first characters entered, and the messaging server will return a list of names and numbers that matches the search.

1. Enter the menu by pressing the “Menu” Soft key, or the confirmation button on the Navigation key.
2. Select  in the menu, see Contacts on page 38.

### Call Contact

1. Select "Call contact".
2. Select contact from the list, or enter name or number in the search field.
3. Press the Soft key "Call".

It is also possible to edit the contact and to send a message by selecting "View" > "More".

### Add Contact

1. Select "Add contact".

#### Add New Contact

1. Select "New".
2. Select "Add", and enter the name of the contact.
3. Press "OK".
4. Select "Work Number"/"Mobile number"/"Other number".
5. Press "Add".
6. Enter handset numbers.
7. Press "OK".

1. This is a system dependent function.

8. Press "Save" and then "Back".

Different ring signals can be set to distinguish this contact from another contact.

#### *Add from Call List*

1. Select "From call list".
2. Select number.
3. Press "Add".
4. Select number type.
5. Press "Select".
6. Press "Add", and enter name for the contact.
7. Press "OK".
8. Press "Save".

#### **Edit Contact**

1. Select "Edit contact".
2. Select contact, and press "Edit" twice.
3. Enter new name/number, and press "OK".
4. Press "Save".

#### **Delete Contact**

1. Select "Delete contact".
2. Select contact, and press "Delete".
3. Press "Yes" to confirm.

#### **Central Phonebook**

In the Central Phonebook it is possible to search by name or number. The last search result can be displayed.

When the search result is ready it is possible to view contact information, add the number to new contact, and to send a message by selecting the Soft key "More". You can also call the number by selecting the Soft key "Call".

1. Select "Central phonebook".

#### *Search by Name*

1. Select Search by name.
2. Enter First name and/or Last name.
3. Select "Search". The search result will be displayed.

*Search by Number*

1. Select "Search by number".
2. Enter handset number, select "Search". The search result is displayed.

*View Last Search Result*

1. Select "Last result". Only the last result will be displayed.

## Settings Menu

1. Enter the menu by pressing the "Menu" Soft key, or the confirmation button on the Navigation key.
2. Select  in the menu, see Settings Menu on page 64.

### Sound and Alert Settings

#### *Adjust the Ringer Volume*

1. Select "Sound & Alerts".
2. Select "Volume".
3. Step with **►** to increase the volume and with **◀** to decrease it. Press Back to save the setting.

#### *Set different Ring Signals for Internal Call, External Call and Call Back*

1. Select "Sound & Alerts".
2. Select "Ring signals".

Different signals for internal calls, external calls and call back can be set.

3. Select "Internal call", "External call", or "Callback". The handset has 14 different ring signals.
4. Select sound. By pressing "Play" it is possible to listen to the different sounds.
5. Press "Back".

#### *Set different Message Alerts for Mail*

1. Select "Message alert". Different message alerts can be selected. The handset has 8 different message alerts (default), see Settings Menu on page 64.
2. Select message alert from list. By pressing "Play" it is possible to listen to the different sounds.
3. Press "Back".

#### *Turn the Vibrator on/off*

1. Select "Vibrator alert". Choose between "On", "On if silent" (i.e. the vibrator is on when the handset is muted), or "Off".
2. Select vibrating alert.
3. Press "Back".

#### *Set the Key Sound*

This means that every time a key is used, the handset gives a small sound.

1. Select "Key sound". Choose between "Silent", "Click", or "Tone".
2. Select key sound.
3. Press "Back".

It is possible to listen to the key sound by pressing the soft key "Play".

## Phone Lock settings

### *Activate the Automatic Key lock*

1. Select "Locks".
2. Select "Automatic key lock".
3. Select "On" for activation of automatic key lock.



**Note:** It is possible to answer/close an incoming call and/or press the alarm button while the keypad is locked. If configured in the PDM/WSM, it is also possible to call an emergency call while the keypad is locked. See *Mitel 5604 Wireless Handset Configuration Manual*.

### *Activate the Phone Lock*

The handset can be protected for unauthorized use. If this function is activated a PIN code has to be entered at power on, or when the handset is placed in a charger - this behaviour will first be activated when the handset is placed in the charger. The default phone lock code (0000) can be changed to any 4 -8 digit personalized code.



**Note:** If configured in the PDM/WSM, it is possible to call an emergency call while the handset is locked. See *Mitel 5604 Wireless Handset Configuration Manual*.

1. Select "Locks".
2. Select "Auto phone lock".
3. Select "On", or "On in charger".
4. Enter PIN code
5. Press "OK".

If the PIN code is forgotten it can be removed by your distributor.

### *Deactivate the Phone Lock*

1. Select "Locks".
2. Select "Auto phone lock".
3. Select "Off".
4. Enter PIN code
5. Press "OK".

#### *Change PIN Code*

1. Select "Change PIN code".
2. Enter the old PIN code.
3. Press "OK".
4. Enter new PIN code twice.
5. Press "Save".

### Display Settings

#### *Screen Saver*

1. Select "Display".
2. Select "Screen saver".
3. Select "Information", or "Black". Time and status information will be displayed when "Information" is selected, and the display will turn off when the handset is not used.
4. Press "Back".

#### *Brightness*

1. Select "Display".
2. Select "Brightness".
3. Select "Normal" or "Power save".
4. Press "Back".

#### *Contrast*

1. Select "Display".
2. Select "Contrast".
3. Increase/decrease the contrast by pressing ▲ and ▼ on the Navigation key.
4. Press "OK".
5. Press "Back"

## Time & Date Settings

### *Set Time Format*

1. Select "Time & Date" and press "Select".
2. Select Time format. The actual time format will be displayed. Selectable time format:
  - 12:00 (AM/PM)
  - 24:00
3. Press "Select" to save the setting.

### *Set Date Format*

1. Select "Time & Date" and press "Select".
2. Select "Date format", press "Select". Selectable date format:
  - DD/MM/YYYY, i.e 17/09/2008 (also called Europe)
  - MM/DD/YYYY, i.e. 9/17/2008 (also called US)
  - YYYY-MM-DD, i.e. 2008-09-17 (ISO 8601)
  - MMM DD YYYY, i.e. Sep 17 2008
  - DD MMM YY, i.e. 17 Sep 08
  - DD.MM.YYYY, i.e. 17.09.2008
  - DD-MM-YYYY, i.e. 17-09-2008
3. Press "Select" to save the setting.

## Answering

The default setting for the handset is to use the Off-hook key when answering a call. The answering behaviour can be configured to answer the call automatically, i.e. without pressing a key, or/and in loudspeaking mode. It is also possible to set the answering behaviour to any key. If "Any key" is selected, any keys except the "On-hook" key and the "Sound off" key can be used to answer a call

1. Select  in the menu, see Settings Menu on page 64.
2. Select "Answering".

### *Answering Key*

The answering key is by default set to *Hook-off*.

1. Select "Answering key"
2. Select "Hook-off" or "Any key".

Press "Back" to save the setting.

### *Answering Behaviour*

1. Select "Answering behaviour".
2. Select "Automatically" and/or "Loudspeaking".
3. Press "Change" to change the setting. The check box will be marked.
4. Press "Back" to save the setting. To remove the setting, press "Change". The check box will be unmarked.

### Change Text size for Messages

1. Select "Messages".
2. Select "Text size Normal". The default text size is "Normal".
3. Select "Normal" or "Large".

### Change the Menu Language

1. Select "Language". Choose between; Brazilian Português (Brazilian Portuguese), (Czech), Dansk (Danish), Deutsch (German), English, Español (Spanish), Français (French), (Greek), (Hungarian), Italiano (Italian), Nederlands (Dutch), Norska (Norwegian), (Polish), (Russian), (Slovakian), Soumi (Finish), Svenska (Swedish), and (Turkish).
2. Press "Back".

 **Note:** The languages mentioned above are the default languages, but it is also possible to download an additional language to the handset, see Software Upgrade and Additional Features on page 70.

### Change Owner ID

The Owner ID is set to identify the handset.

1. Select "Owner ID".
2. Enter identity.
3. Press "Save".

## Advanced Functions

### Admin Menu

The handset has a hidden menu for system administrators. See *Mitel 5604 Wireless Handset Configuration Manual*.

The Admin menu contains:

- Software and hardware information, licence information, IPEI/IPDI, and User ID
- DECT link and system information
- DECT location information<sup>1</sup>
- Centralized Management status
- Site survey tool
- Licence upgrade menu
- Fault logging
- Enhanced system menu with ability to alter protection
- Factory reset option

For quick access to the **Device Information (DI)** menu in idle mode, press the keys containing \*#DI# (that is \*#34#). For quick access to the IPEI/IPDI, press \*#06# in idle mode. See the table below.

Information	Code
Software version	*#34#
Hardware version	*#34#
License information	*#34#
IPEI/IPDI	*#34# or *#06#
User ID	*#34#

### Clear Lists in Charger

Via PDM/WSM it is possible to set a parameter that will clear messaging lists and call lists that has been stored in the handset. When the parameter is activated and the function has been downloaded to the handset, the lists will be deleted when placed in a charger. This can be useful during administration of handsets for new users. See also *Mitel 5604 Wireless Handset Configuration Manual*.

1. This feature is applicable for 5604 DECT Location license only.

## System Handling

### Software Upgrade and Additional Features

Software and parameters in the handset 5604 can be upgraded by using the PDM or the WSM. See the *Portable Device Manager (PDM) Installation and Operation Manual* or *WSM Installation and Operation Manual*.

Examples of additional features that can be downloaded/configured via PDM/WSM:

- Company phonebook
- Downloadable languages
- Customizing the Menu Tree
- Licences<sup>1</sup>

Refer to the *Mitel 5604 Wireless Handset Configuration Manual* for more information.

To view the handset's software version, enter \*#34# in idle mode.

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1. The licence(s) can also be added via the Admin menu in the handset.

## Troubleshooting

This section contains information on how to solve common operational problems, and warnings you may receive.

Go through the following lists if you encounter any problems. If this checklist does not solve the problem, contact your system administrator.

If others have similar problems, there may be a system error.

### Operational Problems

Fault	Probable cause	Action or comment
No display	The battery level is low or the handset is defective.	Charge the battery or contact system administrator.
No ringing	The sound off icon is on, or ringer volume set to silent, or the handset is defective.	Long press the Sound off key, or increase volume, or contact system administrator.

*Error or Warning Messages*

Display shows	Probable cause	Action or comment
No access	The network is in range, but no access rights.	Switch handset off and then switch it on again or contact system administrator.
No System. The handset beeps once a minute (during max 30 minutes) with a low tone followed by a high tone (if enabled, the vibrator also follows the beeps).	The handset is out of coverage or handset is defective.	Stop the beep with the Sound off key and go into range. <b>Note:</b> When re-entering the coverage area it can take a couple of minutes before the handset automatically has registered into the system. or contact system administrator.
SERVICE NEEDED Parameters corrupt	The handset is defective.	Select reset option on the middle soft key if available or if no reset option is available or fault does not resolve the handset needs repair. Note: Display message only shown in English.
SERVICE NEEDED Invalid IPDI  <b>Note:</b> This display message is only shown in English.	Easy replacement procedure not followed correctly or failure during easy replacement procedure.	Send the handset for service.
Enter PIN code	The handset's lock is activated.	Enter the required PIN code. If PIN code lost enter new via PDM or do a factory reset via PDM.
Battery low, charge now	The battery level is low.	Charge or replace the battery.
Phonebook is not available at the moment.	The phonebook does not respond, not available at the moment.	Try again later or if fault persists do a factory reset via admin menu or PDM.
Voice mail number not defined	There is no Voice mail number defined in the handset.	Define a Voice mail number via PDM.
Could not encrypt connection.	The parameter "Encryption Required" is enabled in the handset in combination with; 1. Unencrypted base station(s); and/or, 2. Unsupported base station(s).	1. Disable the "Encryption Required" parameter in handset; and/or, 2. Enable the encryption in the base station(s); and/or, <b>Note:</b> If base station(s) is used, the software version must be 3.1.x or later. 3. Use supported base station(s). Ask your supplier.

### *LED Error Indications*

See also chapter LED Indications during Easy Replacement on page 78.

LED is flashing red, quick flash, (100 ms on, 800 ms off)

1. If a third handset, that is another handset than the "old" (the replaced handset) and "new" (the replacement headset) handset, is inserted into the charger during Easy Replacement, this error indication appears. Change to the correct handset.
2. The charger has found that Easy Replacement does not work. Change back to the "new" handset.

LED is flashing red, long flash (800 ms on, 100 ms off)

Error during Easy Replacement. *Both* telephones need to be sent for service.

## Operation Notice

### Accessibility and Voice Quality

The base network is not always available. If you do not get in contact with your system, contact your system administrator. For best voice quality, avoid positioning near computer, radio or similar equipment.

#### *Operating Area*

You can only use the handset in the area that is covered by your system. Outside this area you will lose contact with the system. The signal strength icon will be low and "Searching" will be displayed.

#### *Out of Range*

When you leave the system's coverage area a short beep will sound and the text "Searching" will appear in the display.

The out of range beep will be repeated every minute for 30 minutes. It is possible to turn the sound off by long pressing  , or  .

When re-entering the coverage area it can take a couple of minutes before the handset automatically has registered into the system.

# Maintenance

## Maintenance of Batteries

### Battery Warnings

	The "Low battery" icon is displayed when the battery has 10% or less remaining capacity left. In addition; a warning signal sounds every minute, the LED flashing orange, and the dialog window "Battery low. Charge now." appears.
	The "Empty battery" icon is flashing when the battery has 5% or less remaining capacity left. In addition; a warning signal sounds every second, the LED flashing red, and the dialog window "Battery empty. Shutting down." appears.

During a call, only the corresponding battery warning signal will notify the user. The warning signal cannot be silenced during a call. When not in call, the warning signal can be silenced by pressing  or .

### Charge the Battery

Place the handset in the desktop charger or in the rack charger. The battery is being charged when the LED on the handset is steady orange. When the battery is fully charged the LED will be green.

An animated battery icon  is also shown in the display indicating charging by starting with its current charge and ending with the full charge. A filled battery icon  indicates a fully charged battery.



**Note:** Only use the prescribed chargers for charging.

### Charge Spare Batteries

Spare batteries can be charged with a separate battery pack charger. It can charge six batteries at the same time.

### Replace the Battery

If the standby time for the handset becomes too low, the battery should be replaced by a new one. Please contact your system administrator or your supplier, for information about new batteries. Attach the battery as described in the illustration below. The battery is easy to replace. It is attached inside the battery lid and is connected to the handset in such a way that no miss-contact is possible.

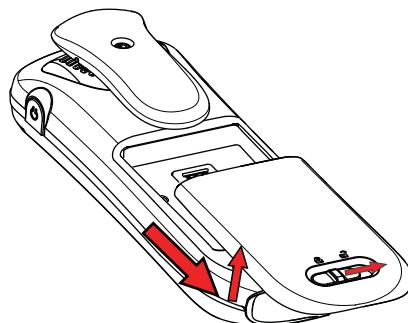


Figure 10: Easy replaceable battery, unlock the lid and remove the battery

## Easy Replacement of Handset

Easy replacement can be used if a handset needs to be replaced due to, for example, a broken display. The easy replacement procedure is done via the handset display and the 5603/4 Programmer, or the 5603/4 Rack Charger.

The following settings are replaced during easy replacement:

- DECT registration
- User parameters (including User ID)
- Contacts
- The extension number is assigned to the new handset.

The following settings are not replaced during the easy replacement:

- Call list
- Messages
- License(s)<sup>1</sup>

### Before Starting Easy Replacement Procedure

1. Check that both the old handset (that is, the handset to be replaced) and the new handset (that is, the replacement handset) are of the same device type (5604).  
 **Note:** It is possible to perform Easy Replacement between different licenses (that is; 5604 Standard, 5604 Services, 5604 Personal Alarm, and 5604 Dect Location). The new handset's license is not replaced by the old handset's license during the procedure<sup>1</sup>.
2. Make sure that the handset batteries are charged before starting the easy replacement procedure.
3. Switch off the **new** handset by long pressing .

1. A license (that includes the handset variant and/or license dependent features) can be moved to another handset using PDM/WSM.

## Easy Replacement Procedure

During the Easy Replacement procedure, the LEDs of the handset and the charger follow the same LED indications. This means that if the old handset has a broken display, the LED indications on the charger and on the handset can be used to follow the replacement procedure. Before and after easy replacement, the LEDs may have different LED indications. For more details, see LED Indications during Easy Replacement on page 78.

**IMPORTANT:** Never remove a handset from the charger until the instructions in the display or the LED tells you to do so (see status on the LED if the display is broken). If there is an error indication it may be allowed to remove the handset, see Troubleshooting on page 71 for further instructions.

After the old handset has been in the charger, the new handset needs to be placed in the charger regardless if the replacement was successful or not. Failing to do so may result in malfunction and the new handset will need to be sent for service.

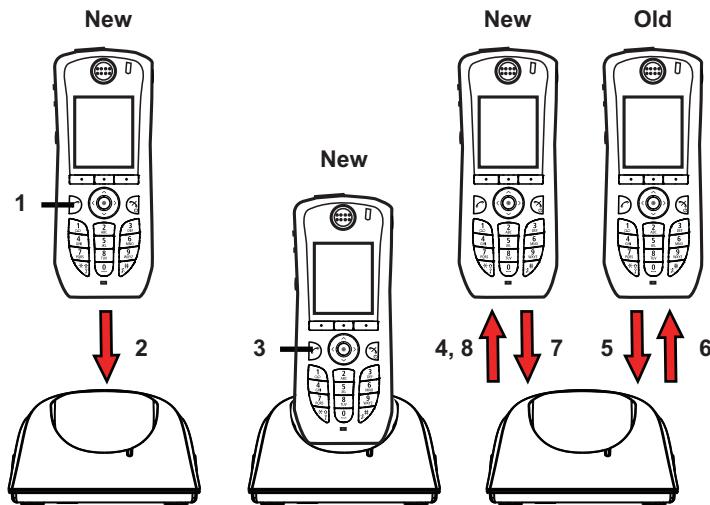


Figure 11: Easy Replacement via 5603/4 Programmer

1	On the <b>new</b> handset, press and hold 
<b>Note:</b> Do not release  until you are instructed to do so.	
2	Put the new handset in the charger.
3	When the text "Start phone replacement?" is displayed, release  . Press "Yes" (left soft key). The text "Follow the instructions. Each step can take several minutes." appears in the display. Press "OK"(left soft key).

4, 5	When the text "Please insert old phone in charger" is displayed, replace the new handset with the <b>old</b> handset. The handset can either be switched on or off.  <b>Note:</b> If the 5603/4 Rack Charger is used, the <b>same</b> charging slot has to be used for both handsets.  The handset will be restarted and after a few seconds, the text "Saving settings. Do not remove phone from charger" appears. The charger LED changes to slow orange flashing.
<b>IMPORTANT: Do not remove the handset while the text "Saving settings. Do not remove phone from charger" is displayed. It may take several minutes.</b>	
6, 7	When the text "Please insert new phone in charger" is displayed, replace the old handset with the <b>new</b> handset. The text "Restoring settings" is displayed.
<b>IMPORTANT: Do not remove the handset while the text "Restoring settings" is displayed</b>	
8	When the text "Phone successfully replaced. Please remove phone to restart." appears in the display, remove the handset from the charger. The handset is automatically restarted.

#### *LED Indications during Easy Replacement*

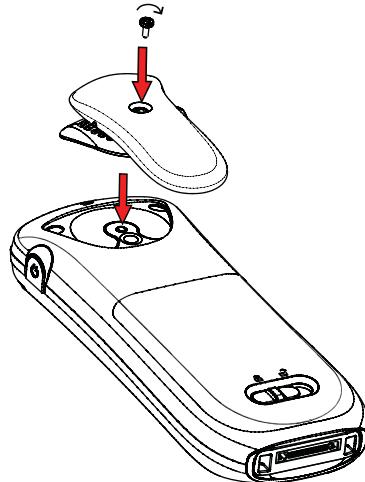
The following table shows the LED indications that are used for the 5604 and the charger during the easy replacement procedure.

LED indication	Description
Orange, flashing (1 000 ms on, 1 000 ms off)	File transfer during Easy Replacement.
Orange, flashing (100 ms on, 800 ms off)	"Change phone" indication during Easy Replacement.
Red, flashing (100 ms on, 800 ms off)	Error indication during Easy Replacement. Put back old handset in charger.
Red, flashing (900 ms on, 100 ms off)	Error during Easy Replacement. Service needed for <i>both</i> handsets.

See also Troubleshooting on page 71.

## Attach the Hinge-type Clip

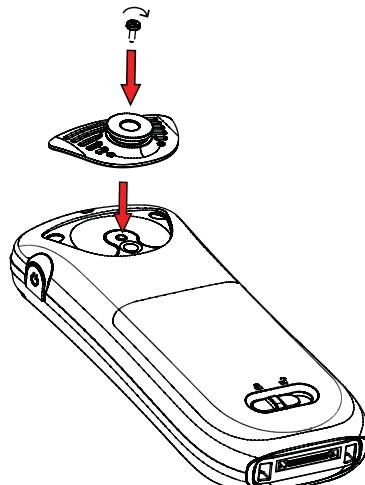
Attach the hinge-type belt clip as described in the illustration below.



**Figure 12: Screw the hinge-type clip into position**

## Attach the Swivel-type Clip

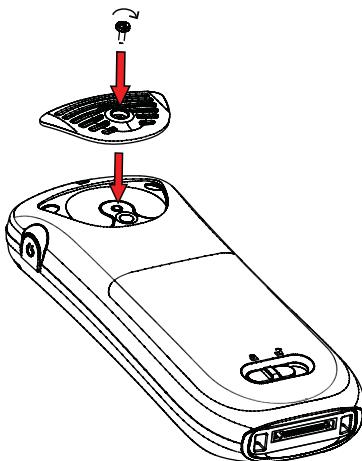
Attach the swivel-type belt clip as described in the illustration below.



**Figure 13: Screw the swivel-type clip into position.**

## Attach Cover for No Clip

Attach the enclosed cover as described in the illustration below when no clip is to be used.

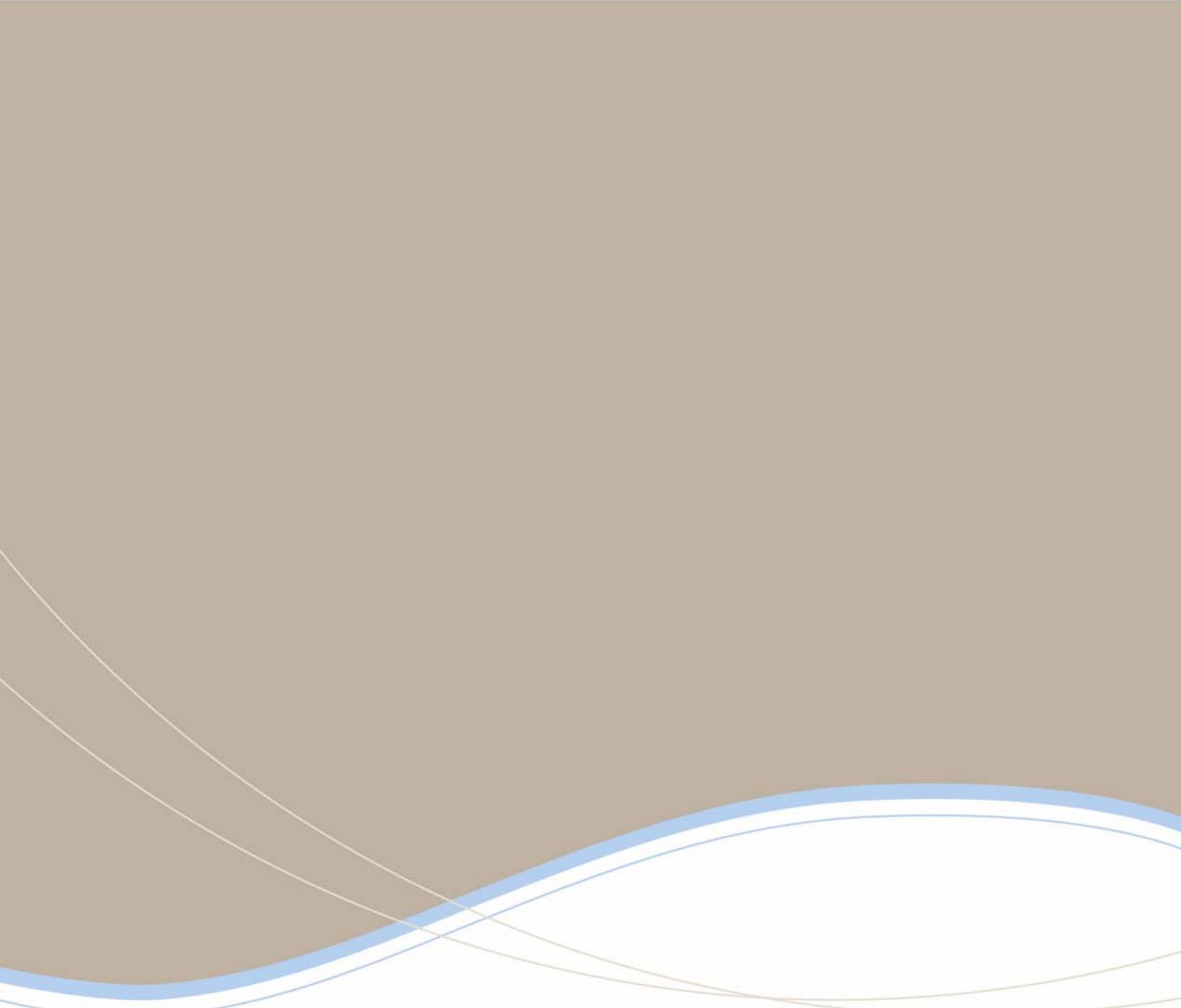


**Figure 14: Screw the cover into position**

## Related Documents

- Data Sheet, Mitel 5604 DECT Handset
- Mitel 5604 Wireless Handset User Guide
- Mitel 5604 Wireless Handset Quick Reference Guide
- Mitel 5604 Wireless Handset Configuration Manual
- Installation and Operation Manual,  
Portable Device Manager (PDM), Windows Version
- Installation and Operation Manual, WSM





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